



DHL MyBill Manual

MyBill.dhl.com



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Introduction

DHL MyBill allows you to efficiently manage and pay your DHL invoices online. It's free, easy and secure. DHL MyBill helps you streamline your billing process, with all your DHL shipping information in one secure location. Our secure online environment saves time, eliminates paperwork and is easy to use because you can receive and pay DHL invoices 24 hours a day, 7 days a week

What does MyBill offer?

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 Dutch customer 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. Specify the dates you would like to make a payment and determine the amount for each payment. Research individual line items on your invoices. If you need to file a dispute for charges, it's simple to submit your request with **DHL MyBill**

MyBill will allow you to:

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

To Register for **DHL MyBill**:
MyBill.dhl.com

Enrolling & Logging In

Registering

You can register for MyBill in just a few simple steps.


Go to: mybill.dhl.com


Register for MyBill

In order to register you will be required to complete the registration form; fields with an asterisk are required and must be completed. Once you complete the form select the **Save and Continue** button. Upon completion and after a validation by DHL, you will receive a notification email which will provide your temporary password to access the MyBill site. You will also be offered the possibility of **Enroll Another Account** or **Login to MyBill**.

If you choose the **Enroll Another Account** option you will be redirected back to the enrollment screen to enter the account details. If you choose the **Login to MyBill** option you will be redirected to the Login screen. Once you have completed the enrollment process and received your enrollment confirmation you will be directed to the login screen. Enter your login details; Email address and Password, and select the Login button. First time you login the system, you have to change your password.




English - US
MyBill



REGISTER AND GET STARTED WITH
MYBILL

Login to MyBill

Email address

Password

> [I forgot my password?](#)

> **Login**

Register your account

The MyBill hub gives you access to your DHL invoices and the facility to make payments online. You must be an existing DHL Express customer to register - it only takes a few minutes!

Language preference*

English - US

Your DHL Account Number*

Please register one account at a time. Once the 'Save and Continue' button is clicked, you will have the opportunity to register additional accounts.

Company details

Company Name*

Company Address*

Address line 1

Address line 2

Address line 3

Town / City*

Postcode / Zip*

Contact details

First Name*

Last Name*

Telephone Number*

Position*

Email Address*

Confirm Email*


Your last DHL bill

Latest DHL Invoice Number

...and the Grand Total

What's my account number?

Your account number can be found in the top right of your latest DHL invoice (illustrated below)



Why do we need information about your last invoice?

We require information about your latest bill to verify your account and to relate any existing invoices with your new MyBill account.

☐ I agree to the DHL Terms and Conditions*

> **Save and Continue** * indicates a mandatory field

The Screens

The Dashboard

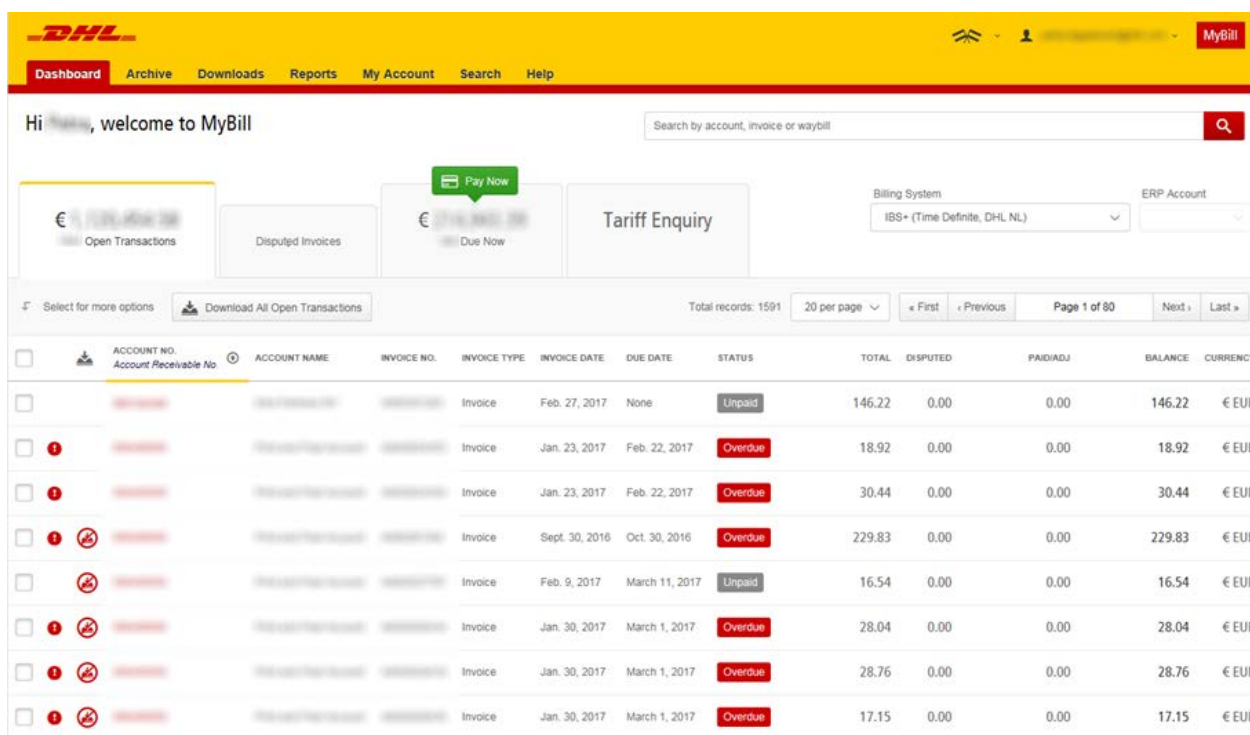
An overview of all accounts, all invoices relating to these accounts, their due dates and their status. See at a glance any disputed invoices and overdue/unpaid invoices.

Once you have logged into MyBill you will be redirected to the main Dashboard screen. From this screen you can navigate to main menu options: Archive, Downloads, Reports, My Account, Search and Help. In the main Dashboard your invoices are divided into 3 categories:

1. **Open Invoices** - These are the invoices with outstanding balances that require payment.
2. **Disputed Invoices** – this function is not available for the Netherlands.
3. **Due Now** - Here you will find an overview of invoices for which payment is due or overdue.

By clicking on the headers you can sort the invoices.

Tariff Enquiry: with this tool you can calculate a rate for your shipment.



The screenshot shows the DHL MyBill dashboard. At the top is a yellow header with the DHL logo and navigation links: Dashboard, Archive, Downloads, Reports, My Account, Search, and Help. Below the header, there's a welcome message and a search bar. The main content area features four cards: Open Transactions, Disputed Invoices, Due Now (with a 'Pay Now' button), and Tariff Enquiry. To the right of these cards are dropdown menus for 'Billing System' (set to IBS+ (Time Definite, DHL NL)) and 'ERP Account'. Below the cards is a table of invoices. The table has columns for ACCOUNT NO., ACCOUNT NAME, INVOICE NO., INVOICE TYPE, INVOICE DATE, DUE DATE, STATUS, TOTAL, DISPUTED, PAID/ADJ, BALANCE, and CURRENCY. The first row shows an 'Unpaid' invoice from Feb. 27, 2017, with a balance of 146.22 EUR. Subsequent rows show 'Overdue' invoices from Jan. 23, 2017, and Sept. 30, 2016, with various balances. The table includes pagination controls at the bottom: 'Total records: 1591', '20 per page', and 'Page 1 of 80'.

ACCOUNT NO. Account Receivable No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ	BALANCE	CURRENCY
			Invoice	Feb. 27, 2017	None	Unpaid	146.22	0.00	0.00	146.22	€ EUR
			Invoice	Jan. 23, 2017	Feb. 22, 2017	Overdue	18.92	0.00	0.00	18.92	€ EUR
			Invoice	Jan. 23, 2017	Feb. 22, 2017	Overdue	30.44	0.00	0.00	30.44	€ EUR
			Invoice	Sept. 30, 2016	Oct. 30, 2016	Overdue	229.83	0.00	0.00	229.83	€ EUR
			Invoice	Feb. 9, 2017	March 11, 2017	Unpaid	16.54	0.00	0.00	16.54	€ EUR
			Invoice	Jan. 30, 2017	March 1, 2017	Overdue	28.04	0.00	0.00	28.04	€ EUR
			Invoice	Jan. 30, 2017	March 1, 2017	Overdue	28.76	0.00	0.00	28.76	€ EUR
			Invoice	Jan. 30, 2017	March 1, 2017	Overdue	17.15	0.00	0.00	17.15	€ EUR

MyBill

[Dashboard](#)
[Archive](#)
[Downloads](#)
[Reports](#)
[My Account](#)
[Search](#)
[Help](#)

Hi **XXXXXX**, welcome to MyBill

€ 18.92

Open Transactions

Disputed Invoices

Pay Now

€ 30.44

Due Now

Tariff Enquiry

Billing System
IBS+ (Time Definite, DHL NL)

ERP Account

Select for more options

Download All Open Transactions

Total records: 385

20 per page

« First

Previous

Page 1 of 20

Next »

Last »

<input type="checkbox"/>		ACCOUNT NO. Account Receivable No	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ	BALANCE	CURRENCY
<input type="checkbox"/>		XXXXXX	XXXXXX	XXXXXX	Invoice	Jan. 23, 2017	Feb. 22, 2017	Overdue	18.92	0.00	0.00	18.92	€ EUR
<input type="checkbox"/>		XXXXXX	XXXXXX	XXXXXX	Invoice	Jan. 23, 2017	Feb. 22, 2017	Overdue	30.44	0.00	0.00	30.44	€ EUR
<input type="checkbox"/>		XXXXXX	XXXXXX	XXXXXX	Invoice	Sept. 30, 2016	Oct. 30, 2016	Overdue	229.83	0.00	0.00	229.83	€ EUR
<input type="checkbox"/>		XXXXXX	XXXXXX	XXXXXX	Invoice	Jan. 30, 2017	March 1, 2017	Overdue	28.04	0.00	0.00	28.04	€ EUR
<input type="checkbox"/>		XXXXXX	XXXXXX	XXXXXX	Invoice	Jan. 30, 2017	March 1, 2017	Overdue	28.76	0.00	0.00	28.76	€ EUR
<input type="checkbox"/>		XXXXXX	XXXXXX	XXXXXX	Invoice	Jan. 30, 2017	March 1, 2017	Overdue	17.15	0.00	0.00	17.15	€ EUR
<input type="checkbox"/>		XXXXXX	XXXXXX	XXXXXX	Invoice	Jan. 16, 2017	Feb. 15, 2017	Overdue	30.44	0.00	0.00	30.44	€ EUR

€ 18.92

Open Transactions

Disputed Invoices

Pay Now

€ 30.44

Due Now

Tariff Enquiry

Billing System
IBS+ (Time Definite, DHL NL)

ERP Account

From

Origin Country*
NETHERLANDS, THE

Origin Zip

Origin City*
AMSTERDAM

Origin Suburb

To

Destination Country*
GERMANY

Destination Zip Code

Destination City*
BERLIN

Destination Suburb

Shipment Details

Shipping Date*
6 Mar 2017

Account Details

Account Number
XXXXXX

Piece Details

Number of Pieces*
1

☐ Dutiable Material
Declared Value
EUR

Units
kg cm in

NO.

WEIGHT (kg)

LENGTH (cm)

WIDTH (cm)

HEIGHT (cm)

1.

5

kg

10

cm

30

cm

30

cm

The Archive, Downloads & Reports Screens

The Archive Screen

When an invoice has been paid it will be removed from the main **Dashboard** screen and will automatically be placed in the **Archive**. No further action required on these invoices and they are simply available for reference/retrieval.

Archive
Click on an invoice for more details and options. Can't see the invoice you're looking for? Try the search tool below

Search by account, invoice or air waybill number

Select for more options

Total records: 276 20 per page

<input type="checkbox"/>	ACCOUNT NO. Account Receivable No	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ	BALANCE	CURRENCY
<input type="checkbox"/>	12345678	ABCDEF Company	12345678	Customs invoice	Dec. 9, 2016	None	Closed	48.00	0.00	48.00	0.00	€ EUR
<input type="checkbox"/>	12345678	ABCDEF Company	12345678	Customs invoice	Dec. 8, 2016	None	Closed	48.00	0.00	48.00	0.00	€ EUR
<input type="checkbox"/>	12345678	ABCDEF Company	12345678	Customs invoice	Dec. 7, 2016	None	Closed	48.00	0.00	48.00	0.00	€ EUR
<input type="checkbox"/>	12345678	ABCDEF Company	12345678	Customs invoice	Dec. 6, 2016	None	Closed	374.00	0.00	374.00	0.00	€ EUR
<input type="checkbox"/>	12345678	ABCDEF Company	12345678	Customs invoice	Dec. 6, 2016	None	Closed	48.00	0.00	48.00	0.00	€ EUR
<input type="checkbox"/>	12345678	ABCDEF Company	12345678	Invoice	Dec. 2, 2016	None	Closed	88.90	0.00	88.90	0.00	€ EUR
<input type="checkbox"/>	12345678	ABCDEF Company	12345678	Invoice	Dec. 2, 2016	None	Closed	17.45	0.00	17.45	0.00	€ EUR
<input type="checkbox"/>	12345678	ABCDEF Company	12345678	Invoice	Dec. 2, 2016	None	Closed	663.45	0.00	663.45	0.00	€ EUR

The Download Screen

In the **Downloads** screen you will find all your recent downloads created using the Archive or Search facilities. Downloads will be available for 24 hours before they are removed.

Active Downloads
All active downloads are available for one day.
You may continue to browse the site whilst downloads are building.

Total records: 7 20 per page

STARTED	TOTAL FILES	RETRIEVED FILES	
Jan. 27, 2017, 8:19 a.m. CET	1	1	Download Zip file Cancel
Jan. 26, 2017, 12:20 p.m. CET	1	1	Download Zip file Cancel
Jan. 26, 2017, 12:20 p.m. CET	1	1	Download Zip file Cancel
Jan. 26, 2017, 3:23 p.m. CET	1	1	Download Zip file Cancel
Jan. 26, 2017, 3:12 p.m. CET	1	1	Download Zip file Cancel
Jan. 17, 2017, 5:24 p.m. CET	1	1	Download Zip file Cancel
Jan. 17, 2017, 5:02 p.m. CET	1	1	Download Zip file Cancel

Total records: 7 20 per page

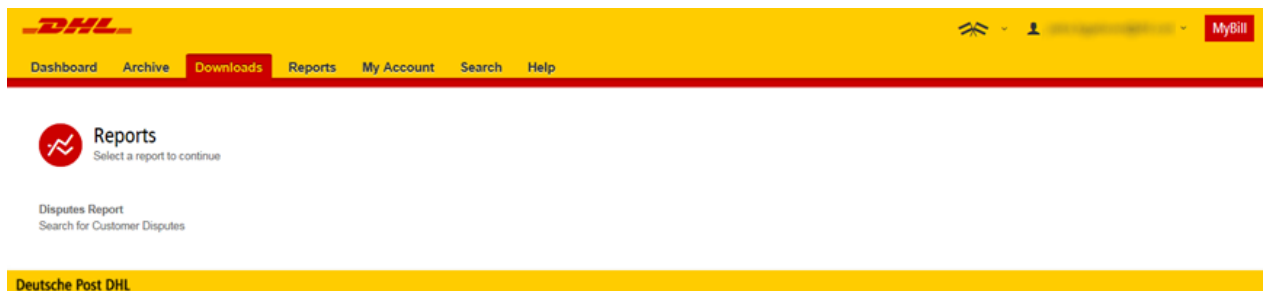
How do I create downloads?
You can build downloads within the **Archive** or **Search** facility

ACME Company
Ref: 985328156
[Download](#)

With a list of invoices available, simply tick those you wish to download and then press the Download button to start building your download file(s).

The Report Screen

The Report screen offers the possibility to download reports. These reports will be available in CSV format.



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 your open invoice summary and manage your accounts

My User Details

In this section you can alter/update your email address, name details, telephone number, preferred language etc.

Change Password

In this section you can 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 changed separately.

My system settings:

Here you can select the decimal separator

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.

My Accounts

The **My Account** section is an overview of all the accounts you have access to. In this section you can view your rights for each account. If a **Manage** button appears in the manage column this means you have managing rights, if the column is blank then you do not have managing rights for that account. Clicking on the **Me** button will provide you with a list of rights you have for that account which include: **Manage users, Dispute and Email method**. Click on the dropdown menu of the Email method to view and select the available options.

MyBill

Dashboard
Archive
Downloads
Reports
My Account
Search
Help

My User Details

Please remember to keep your details up to date.

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.

Email address

First Name

Last Name

Position

Telephone Number

Home Group

Language Preference
English

Phone

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

My System Settings

Cntr Decimal Separator Overwrite

Open Invoice Summary

TOTAL BALANCE		TOTAL OVER DUE	
<input type="text"/>		<input type="text"/>	
CURRENT	30 DAYS	60 DAYS	90 DAYS
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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 online_bill@dhl.com.
[Upload new users](#)

Select for more options

Total records: 11
20 per page

Page 1 of 1

<input type="checkbox"/>	ACCOUNT NUMBER	API ACCOUNT	COMPANY NAME	Website
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Site"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Site"/>

The Search Screen

MyBill Search offers dynamic search capabilities to easily and quickly 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 invoice dates and not to shipment dates. The search screen also offers the possibility to save your search parameters. All you have to do is select the necessary search parameters, then enter a name in the **Save a “Saved Search”** field and finally select the **Search** button.

This name you entered in the **Save a “Saved Search”** field will then appear in the **Saved Searches** Section. Next time you wish to carry out a search using these saved parameters simply click on the Saved Search name.

Note: If you wish to search on multiple entries, first click the **Search** button in the lower right hand corner. Then the Search bar for multiple entry searches will appear.

DHL Dashboard Archive Downloads Reports My Account Search Help

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.

Custom search
Start a new search with custom criteria

Search parameters

Account: All

Invoice Number:

Waybill:

Invoice Type: All

Status: All

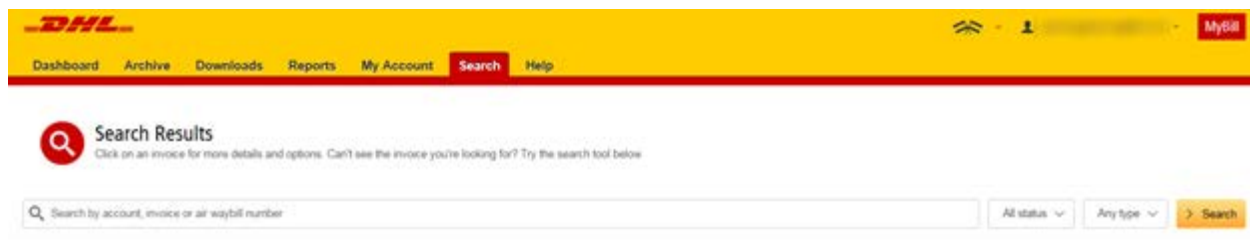
Summary Posting: All

Invoice Date
Start Date:

End Date:

Save as "Saved Search"?
Enter a name:

Search




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 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 not find the answer you were looking for in the **Help** screen you can also refer to this Manual and or the **FAQ** document. You can find the FAQ-document both in this manual and separately on MyBill. Alternatively you can contact our Query Handling department. They will be happy to assist: +31 (0)88 100 4200 or via email efssamsquery@dhl.com



[Dashboard](#)
[Archive](#)
[Downloads](#)
[Verslagen](#)
[My Account](#)
[Zoeken](#)
[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](#)
- + [Verslagen](#)
- + [My Account](#)
- + [Zoeken](#)

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](#)

View/Downloading Invoices

- + [How to view/download invoices](#)
- + [How to view/download Waybills](#)
- + [How to customize your CSV file.](#)

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](#)



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

Step by Step

Over the next few pages we will explain, step by step, how to use the functionality of **MyBill**

View/Downloading Invoices

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

Single invoices


Option 1:


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

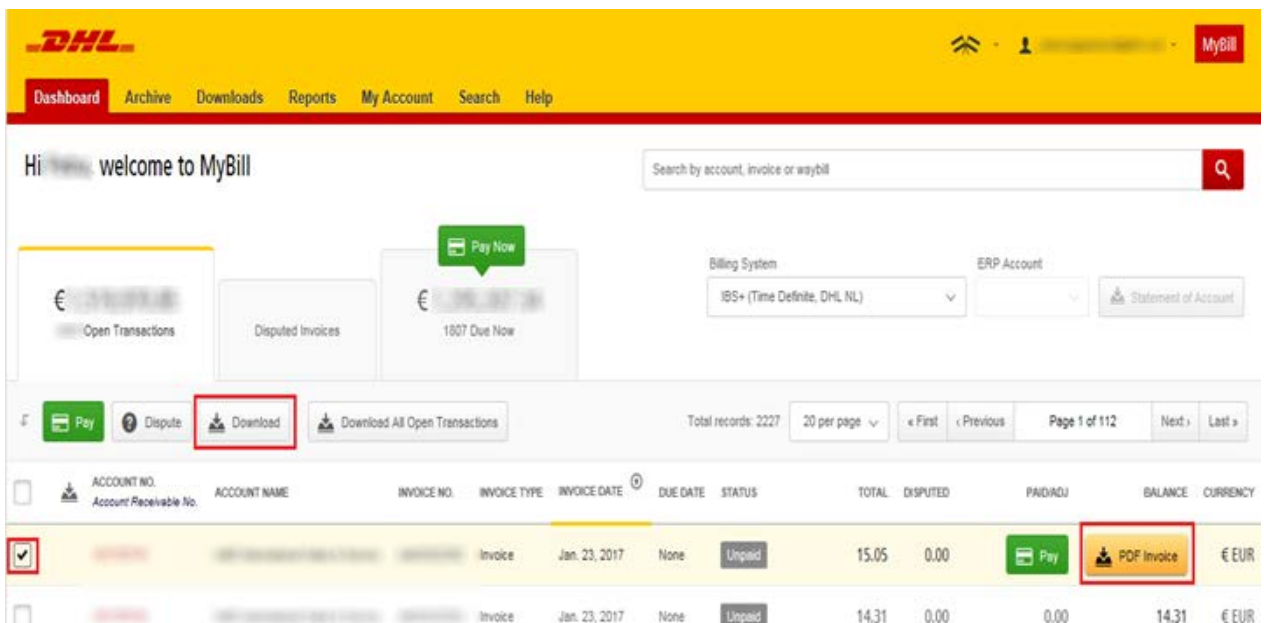
Option 2:

To view/download a single invoice simply tick the box next to the invoice you wish to view/download and select the **Download** button and choose the preferred format for downloading the invoice (PDF, CSV, XML).

Invoice Key

 No images available

 Overdue invoice



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 this, a search bar and a 'Statement of Account' button are visible. The main area displays a table of invoices. The first row is highlighted, and the 'Download' button is circled in red. Below the table, the 'PDF Invoice' option is also circled in red.

	ACCOUNT NO. Account Receivable No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ	BALANCE	CURRENCY
<input checked="" type="checkbox"/>				Invoice	Jan. 23, 2017	None	Unpaid	15.05	0.00			EUR
<input type="checkbox"/>				Invoice	Jan. 23, 2017	None	Unpaid	14.31	0.00			EUR

View/Downloading Invoices

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.

	ACCOUNT NO. Account Receivable No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ	BALANCE	CURRENCY
<input checked="" type="checkbox"/>				Invoice	Jan. 23, 2017	None	Unpaid	15.05	0.00	0.00	15.05	€ EUR
<input checked="" type="checkbox"/>				Invoice	Jan. 23, 2017	None	Unpaid	14.31	0.00	0.00	14.31	€ EUR
<input checked="" type="checkbox"/>				Invoice	Jan. 23, 2017	None	Unpaid	15.05	0.00	0.00	15.05	€ EUR
<input type="checkbox"/>				Invoice	Jan. 23, 2017	None	Unpaid	14.31	0.00	0.00	14.31	€ EUR
<input type="checkbox"/>				Invoice	Jan. 23, 2017	None	Unpaid	14.31	0.00	0.00	14.31	€ EUR

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

DHL

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

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
☐ Transaction Report

Zip file Summary
 Your download will be combined into a Zip file containing the following:
 0 files in total
 Nothing selected yet. Please select your preferences to continue.
[Cancel](#)

Deutsche Post DHL

Should you choose the **CSV for XLS** format you will be offered the possibility to customize the format. Should you wish to customize the format of the CSV file then select the **Customize Format** button to configure your CSV-file. Otherwise select the **Download** button to continue with the standard format.

You can also concatenate several invoices to one file by selecting **Concatenate**.

DHL

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

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 ☒ Concatenated [Customise Format](#)
☐ XML
☐ Waybill / Commercial Invoice / Entry Documents
☐ Transaction Report

Zip file Summary
 Your download will be combined into a Zip file containing the following:
 1 files in total
 including:
 CSV
 24.03 KB (0.02MB) approx.
[Cancel](#) [Download](#)

CSV Configuration

Under **Selected Column Header** you will find the columns that are included by default when downloading the CSV file. Should you wish to exclude certain columns, simply drag them across to the left hand column **Available Column Header**. In addition, you can change the sorting order of the Selected columns by dragging them in the order that best suits your needs. If you want to change the sort order of the contents of the CSV file, then select one of the options available in the **Sort order** drop down menu.

It is possible to save your column settings. This should be done before selecting the **Done, apply settings** button. Enter the name by which you wish to save these settings in the **Save all settings for later?** field and click on **Save**. You can find your saved settings in the **Pre-saved configurations** drop-down menu. Once you have finished customising your CSV file and are ready to download, click on **Done, apply settings**. This will direct you to the **Downloads screen** where you click on **Download**.

Waybills & Supporting Documentation

Waybills and Customs paperwork

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.

The screenshot displays the DHL MyBill web interface. At the top is a yellow header with the DHL logo and navigation links: Dashboard, Archive, Downloads, Reports, My Account, Search, and Help. A user profile icon and a 'MyBill' button are on the right.

The main content area is titled 'Invoice' with a sub-note: 'The full details of this invoice are available within the PDF download below.' It lists invoice details: Invoice Number, Account Number, Invoice Date (Jan. 23, 2017), Status (Closed), and Original Amount (€ 22.98). A 'Download Xml' button is present.

Below the invoice details are three tabs: 'Waybills' (selected), 'Invoice history', and 'Dispute history'. A table lists the waybills with columns: WAYBILL #, BILLED WEIGHT, SHIP DATE, SENDER, RECEIVER, TOTAL CHARGES, and DOWNLOAD. The first row shows a waybill with a billed weight of 0.50, ship date of Jan. 13, 2017, and total charges of 22.97. 'Track' and 'Image' buttons are next to the charges.


A modal window titled 'Waybill' is open, showing detailed information for a specific waybill. It includes fields for Waybill #, Shippers Reference, Shipment Date (Jan. 13, 2017), Pieces (1), Tender Weight (0.50 KG), and Billed Weight (0.50 KG). It also displays 'Origin / Sender' and 'Destination / Receiver' addresses. A 'Content Description' section is on the left, and a 'Charges' table is on the right.

Charges	
EXPRESS WORLDWIDE eu	12.00
FUEL SURCHARGE	10.97
Original Amount	22.97

A 'Close' button is at the bottom of the modal.

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.

 Waybill Downloads



 AWB

 Customs

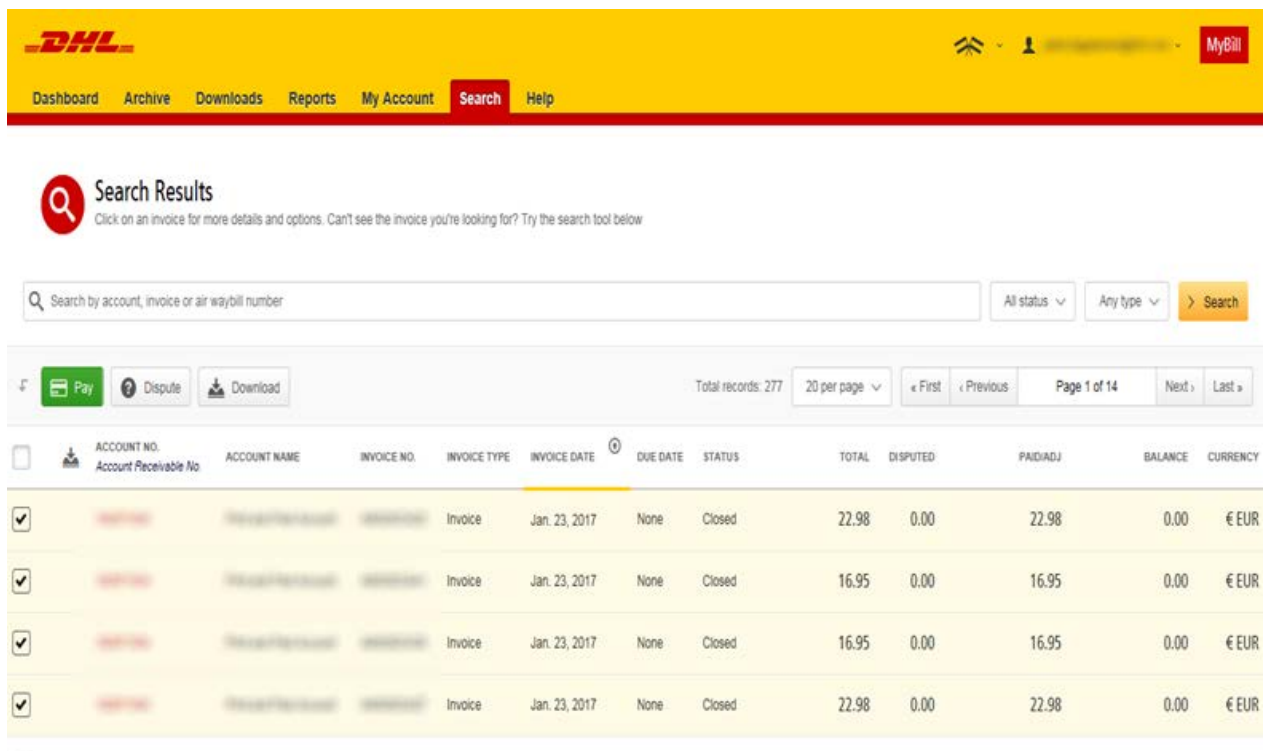
Close

Option 3

Click on the **Track** button and you will be redirected to the Track & Trace tool. Here you can check the status progress of the shipment.

Multiple Invoices

Tick the boxes next to the necessary invoices and select the **Download** button. You will then be redirected to the **Downloads** 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 **Downloads** screen where you can download your file.



The screenshot shows the DHL MyBill portal interface. At the top is a yellow header with the DHL logo and navigation links: Dashboard, Archive, Downloads, Reports, My Account, Search, and Help. Below the header is a search bar with the text "Search Results" and a subtext "Click on an invoice for more details and options. Can't see the invoice you're looking for? Try the search tool below". The search bar has a search icon and a search button. Below the search bar is a table of search results. The table has columns: ACCOUNT NO., ACCOUNT NAME, INVOICE NO., INVOICE TYPE, INVOICE DATE, DUE DATE, STATUS, TOTAL, DISPUTED, PAID/ADJ, BALANCE, and CURRENCY. There are four rows of results, all showing "Invoice" type and "Closed" status. The first row has a total of 22.98, the second 16.95, the third 16.95, and the fourth 22.98. Each row has a checkbox in the first column, which is checked for all four rows. Below the table are navigation controls: "Total records: 277", "20 per page", and buttons for "First", "Previous", "Page 1 of 14", "Next", and "Last".

	ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ	BALANCE	CURRENCY
<input checked="" type="checkbox"/>	Account Receivable No.			Invoice	Jan. 23, 2017	None	Closed	22.98	0.00	22.98	0.00	€ EUR
<input checked="" type="checkbox"/>				Invoice	Jan. 23, 2017	None	Closed	16.95	0.00	16.95	0.00	€ EUR
<input checked="" type="checkbox"/>				Invoice	Jan. 23, 2017	None	Closed	16.95	0.00	16.95	0.00	€ EUR
<input checked="" type="checkbox"/>				Invoice	Jan. 23, 2017	None	Closed	22.98	0.00	22.98	0.00	€ EUR

Disputing an Invoice

Not in agreement with a shipment or an invoice? MyBill offers the possibility to quickly and easily dispute an invoice online.

In the event that you should need to log a dispute on an invoice simply select the invoice(s) that require disputing by clicking on the checkbox left of the invoice. Once you have selected the invoice you wish to dispute three options will appear; **Pay**, **Dispute**, **Download** – select the **Dispute** button.

Search Results

Click on an invoice for more details and options. Can't see the invoice you're looking for? Try the search tool below

Open
Any type
Search

Pay

Dispute

Download

Total records: 194
20 per page
« First
Previous
Page 1 of 10
Next
Last »

	ACCOUNT NO. Account Receivable No	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ	BALANCE	CURRENCY
<input checked="" type="checkbox"/>				Invoice	Oct. 24, 2016	Nov. 23, 2016	Overdue	8.32	0.00	0.00	8.32	€ EUR
<input type="checkbox"/>				Invoice	Oct. 24, 2016	Nov. 23, 2016	Overdue	8.32	0.00	0.00	8.32	€ EUR
<input type="checkbox"/>				Invoice	Oct. 24, 2016	Nov. 23, 2016	Overdue	8.32	0.00	0.00	8.32	€ EUR
<input type="checkbox"/>				Invoice	Oct. 24, 2016	Nov. 23, 2016	Overdue	8.32	0.00	0.00	8.32	€ EUR

You will be redirected 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.

[Dashboard](#)
[Archive](#)
[Downloads](#)
[Reports](#)
[My Account](#)
[Search](#)
[Help](#)

Dispute Invoice

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
		Oct. 24, 2016	Overdue	€ 8.32

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

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MyBill FAQs

Your Frequently Asked Questions answered

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Deutsche Post DHL

DHL MyBill manual

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DHL Express | dhlexpress.nl

Making a Payment

Invoices can be paid by clicking on the **Pay Now** button on the **Due Now** Dashboard.

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 this, a greeting 'Hi Petra, welcome to MyBill' is followed by a search bar. The main area features four tiles: 'Open Transactions', 'Disputed Invoices', 'Due Now' (with a 'Pay Now' button highlighted in a red box), and 'Tariff Enquiry'. To the right, there are dropdowns for 'Billing System' (set to 'IBS+ (Time Definite, DHL NL)') and 'ERP Account'. Below the tiles, there's a table of invoices with columns: ACCOUNT NO., ACCOUNT NAME, INVOICE NO., INVOICE TYPE, INVOICE DATE, DUE DATE, STATUS, TOTAL, DISPUTED, PAID/ADJ, BALANCE, and CURRENCY. The table shows four invoices, all with 'Unpaid' or 'Overdue' status. The 'Pay Now' button is also visible in the bottom left corner of the dashboard area.

Or select the invoices you want to pay and then click on the **Pay** button which will then appear.

This screenshot shows the same DHL MyBill dashboard as the previous one, but with the 'Pay' button highlighted in a red box. The 'Pay Now' button is no longer visible. The table of invoices remains the same, but the first three rows now have checkboxes in the left margin, indicating they are selected for payment. The 'Pay' button is located in the bottom left corner of the dashboard area.

Both options will take you to the following screen where you are required to confirm the invoices and the total amount you are about to pay. If you are in agreement with the total amount to be paid then select the **Confirm** button.

If you have invoices that are (almost) due, these will appear in the same screen and you will be asked whether you wish to include these in your overall payment. Select the invoices to pay and click on **Add**. These invoices will now be added to the overview of invoices to pay and the Total amount to pay will be increased.

Once you have clicked on **Confirm** you will be lead to the payment screen where you can choose to pay via Credit Card or iDeal.

[Dashboard](#)
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[Search](#)
[Help](#)

Pay €425.41

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	PAID/ADJ.	BALANCE
0000000000	0000000000	0000000000	Invoice	Sept. 30, 2016	Oct. 30, 2016	Overdue	€ 229.83	€ 0.00	€ 229.83
0000000000	0000000000	0000000000	Invoice	Jan. 23, 2017	Feb. 22, 2017	Overdue	€ 18.92	€ 0.00	€ 18.92
0000000000	0000000000	0000000000	Invoice	Jan. 23, 2017	Feb. 22, 2017	Overdue	€ 30.44	€ 0.00	€ 30.44
0000000000	0000000000	0000000000	Invoice	Feb. 27, 2017	None	Unpaid	€ 146.22	€ 0.00	€ 146.22
								Total to pay	€ 425.41

X Cancel
Confirm

The below invoice(s) are almost due, would you like to include them in the payment envelope?

Please review your selection below and click "Add" to add these invoice to the payment envelope.

Select for more options

<input type="checkbox"/>	ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	ORIGINAL AMOUNT	PAID/ADJ.	BALANCE
<input type="checkbox"/>	0000000000	0000000000	0000000000	Invoice	Sept. 30, 2016	Nov. 29, 2016	Overdue	€ 41.46	€ 0.00	€ 41.46
<input type="checkbox"/>	0000000000	0000000000	0000000000	Invoice	Sept. 30, 2016	Nov. 29, 2016	Overdue	€ 2,279.00	€ 0.00	€ 2,279.00

DHL Invoices

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

Freight Breakdown

DHL Express
INVOICE 1

2 **TO:**
[Redacted]

3 Invoice Number: [Redacted]
Account Number: [Redacted]
VAT Number: [Redacted]
Invoice Date: 27-02-17
Number of Pages: 1 of 2

4 For Invoice Enquiries
Telephone: +31 (0)88 100 4200
Fax: +31 (0)43 356 4799
Email: efssamsquery@dhl.com

5 Type of Service	6 Number of Shipments	7 Total Weight	8 Number of Items	9 Standard Shipping Charge	10 Total of Extra Charges	11 VAT	12 Total amount (incl. VAT)
EXPRESS WORLDWIDE EU	2	1,50	2	45,43	5,68	10,74	61,85
EXPRESS WORLDWIDE DOC	3	1,50	3	74,05	19,26		93,31
A TAX CODE ADJUSTMENT						-0,01	-0,01
Total	5	3,00	5	119,48	24,94	10,73	155,15

13 **Analysis of Extra Charges**

	Total
FUEL SURCHARGE	14,94
ADDRESS CORRECTION	10,00
Total Extra Charges	24,94

14 **Analysis of VAT**

Code	Code Description	Rate	Taxable Total	VAT
A	Taxable code at the % rate of the billing country	21,00%	51,11	10,74
B	0% VAT - no VAT	0,00%	93,31	0,00
Total VAT				10,73

15 **Payment due date: 13-03-17**

16 **Total (Excl. VAT)**
144,42

17 **VAT**
10,73

18 **Total (Incl. VAT)**
155,15

DHL International B.V. Finance department, PO Box 1043, 6201 BA Maastricht The Netherlands
 Phone +31 (0)88 100 4200 Fax +31 (0)43 356 4799
 Trade register Amsterdam: 34052070, VAT number: NL NL003432518B01
 Head office: DHL International BV, Anchoragelaan 32, 1118 LD, Schiphol. PO Box 7549, 1117 ZG Schiphol.
 Crest code: DNLXXX

- ① Type of Invoice
- ② Customer Billing address
- ③ **Customer Billing Information:** Invoice number, Account number, VAT-number, Invoice Date, Page number
- ④ Contact Details for enquiries
- ⑤ **Type of Service:** Description of DHL Products (eventual Tax Code adjustment for rounding difference is also printed here)
- ⑥ **Number of shipments:** Total number of shipments within this service description and invoice.
- ⑦ **Total Weight:** Total weight of all shipments within this service description and invoice.
- ⑧ **Number of items:** Total number of pieces within this service description and invoice.
- ⑨ Transport Charges excluding VAT
- ⑩ Extra Charges excluding VAT
- ⑪ VAT amount of Transport charges and Extra charges
- ⑫ Total charges including VAT
- ⑬ **Analysis of Extra Charges:** Description of additional charges within this invoice.
- ⑭ **Analysis of VAT:** explanation of VAT calculation of the different services
- ⑮ **Payment due date:** date after the payment period has expired
- ⑯ Total Invoice amount excluding VAT
- ⑰ Total Invoice VAT amount
- ⑱ Total Invoice amount including VAT
- ⑲ Company details DHL International B.V.

Customs Duty Invoice Breakdown

DHL Express
CUSTOMS DUTY / VAT INVOICE **DHL**

2 DEUTSCHE POST ZWISCHEN
VERSAND - 4000
4000-000 00000000

3 VAT Number: DEUTSCHE POST ZWISCHEN

4 Invoice Number: DEUTSCHE POST ZWISCHEN
 Account Number: DEUTSCHE POST ZWISCHEN
 Invoice Date: 07.12.2016
 Reference:
 Number of Pages: 1 of 2

5 For Invoice Enquiries
 Telephone: +31 (0)88 100 4200
 Fax: +31 (0)43 356 4799
 Email: efssamsquery@dhl.com

6 Customs Charge Type	7 Number of Declarations	8 Total Customs Charges	9 Total of Extra Charges	10 VAT	11 Nett Charge
Duty	2	0,00	26,00	0,00	
VAT	2	48,66			
Other Levy	2	0,00			
Total 12		48,66	26,00	0,00	74,66

13 Analysis of Extra Charges	Total
Disbursements	26,00

14 Analysis of VAT			Total
Code	Rate	Taxable Total	VAT
A	21,0%	26,00	5,46

Total Extra Charges	26,00	Total VAT	5,46
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15 Due date: 14.12.2016

16 **Total Amount:** 80,12 EUR

- ① Type of Invoice
- ② Customer Billing address
- ③ **VAT Number:** Customer VAT-number
- ④ **Customer Billing Information:** Invoice number, Account number, Invoice Date, Reference, Page number
- ⑤ Contact Details for enquiries
- ⑥ **Customs Charge Type:** Description of Customs Charges
- ⑦ Number of Declarations
- ⑧ **Total Customs Charges:** charges for Duty, VAT and Other Levy
- ⑨ **Total of Extra Charges:** Extra Charges excluding VAT
- ⑩ **VAT:** not applicable for NL → the VAT-calculation related to the goods and the VAT-calculation related to the Duties are both included in the VAT amount in the column **Total Customs Charges**.
- ⑪ **Nett Charge:** Total of Customs Charges and Extra Charges excluding VAT related to the Extra Charges
- ⑫ **Total:** Totals of Customs Charges, Extra Charges excluding VAT and Nett Charge
- ⑬ **Analysis of Extra Charges:** Description of additional charges within this invoice.
- ⑭ **Analysis of VAT:** explanation of VAT calculation related to the Extra Charges
- ⑮ **Due date:** date after the payment period has expired
- ⑯ **Total Amount:** Total Invoice amount including VAT