DHL MyBill Manual
MyBill.dhl.com

Content Page

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.

DHL

English - US ▾   **MyBill**

Login to MyBill

Email address

[   ]

Password

[   ]

> Forgotten password?

> Login

REGISTER AND GET STARTED WITH **MYBILL**

Register your account

The MyBill hub gives you access to your DHL invoices and the facility to make payments on-line. 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.

What's my account number?

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

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 its Grand Total

[   ]

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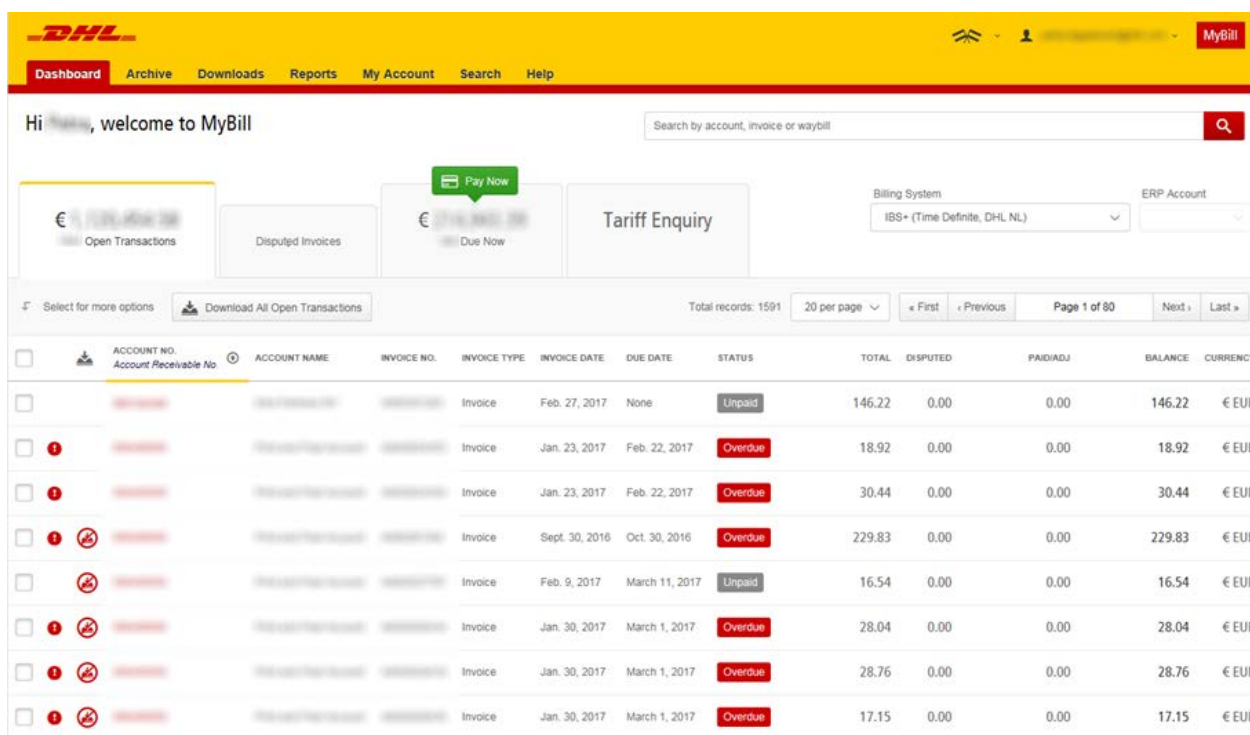
An overview of all accounts, all invoices relating to these accounts, their due dates and their status. See at a glance any disputed invoices and overdue/unpaid invoices.

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 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.

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.

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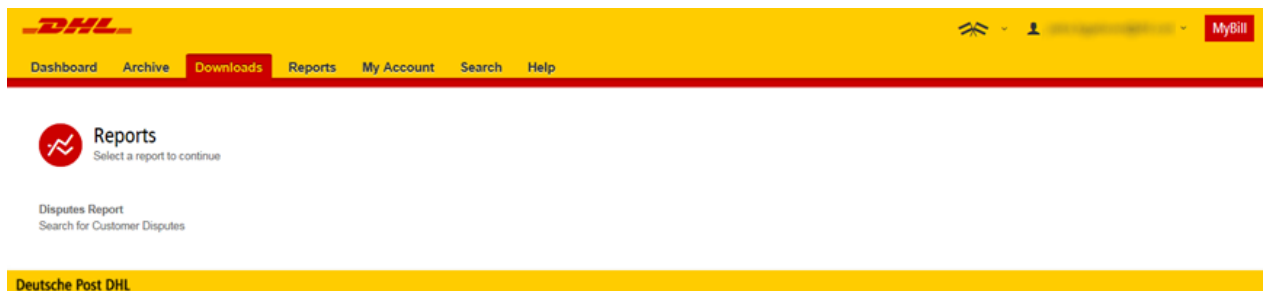
The My Account Screen

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.

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.

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/Dowloading 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.
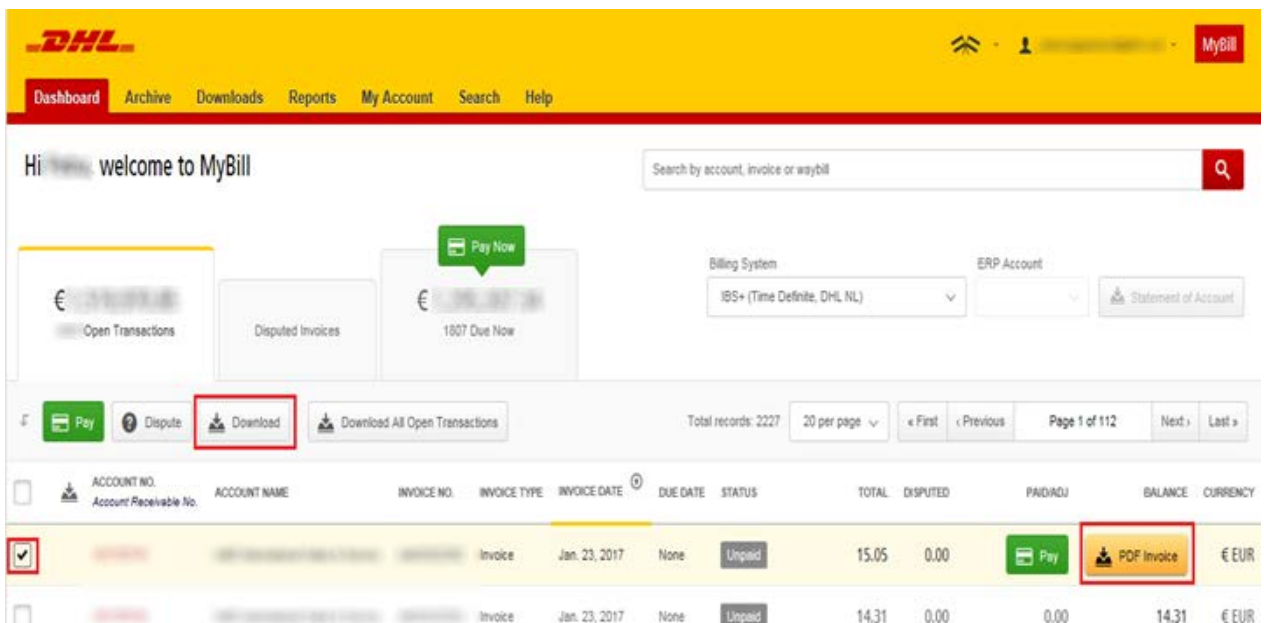
Option 2:
To view/download a single invoice simply tick the box next to the invoice you wish to view/download and select the **Download** button and choose the preferred format for downloading the invoice (PDF, CSV, XML).

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.

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

Should you chose the **CSV for XLS** format you will be offered the possibility to customize the format. Should you wish to customize the format of the CSV file then select the **Customize Format** button 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.**

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.

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.
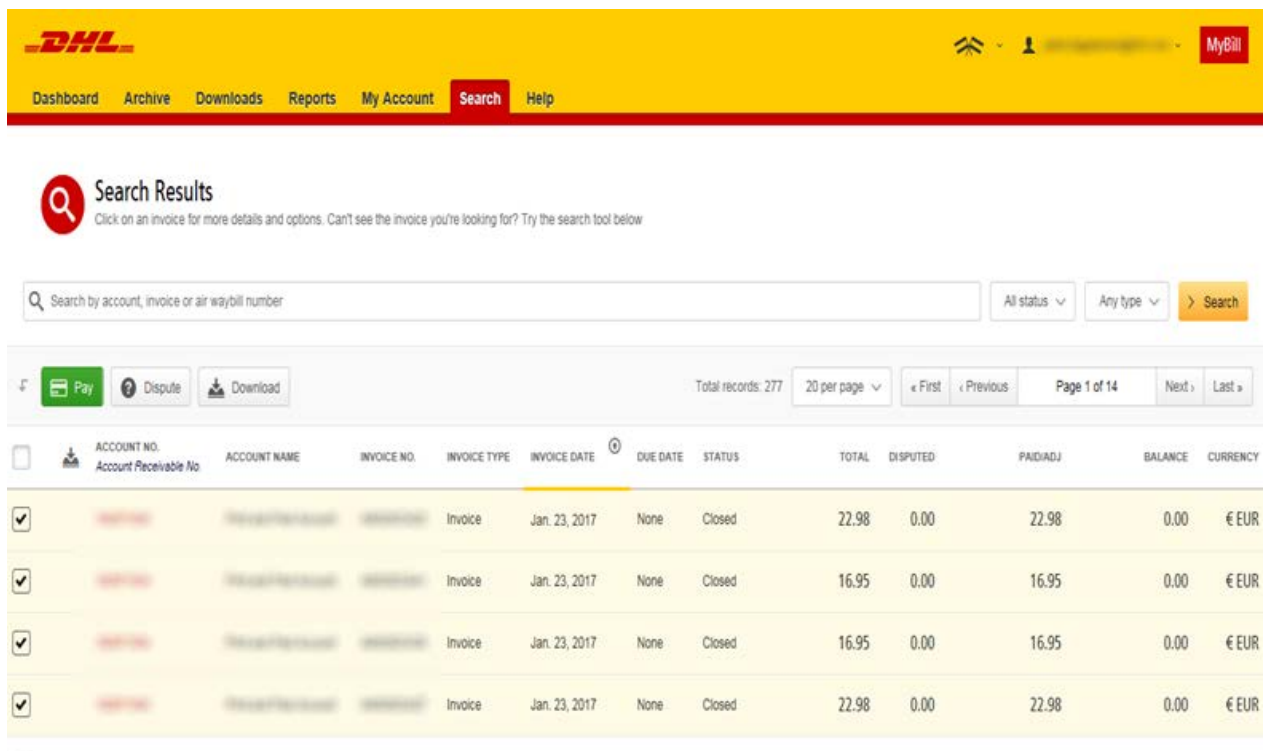
Option 3
Click on the **Track** button and you will be redirected to the Track & Trace tool. Here you can check the status progress of the shipment.

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 you file.

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.

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.

Making a Payment

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

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

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   Archive   Downloads   Reports   My Account   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
			Invoice	Sept. 30, 2016	Oct. 30, 2016	Overdue	€ 229.83	€ 0.00	€ 229.83
			Invoice	Jan. 23, 2017	Feb. 22, 2017	Overdue	€ 18.92	€ 0.00	€ 18.92
			Invoice	Jan. 23, 2017	Feb. 22, 2017	Overdue	€ 30.44	€ 0.00	€ 30.44
			Invoice	Feb. 27, 2017	None	Unpaid	€ 146.22	€ 0.00	€ 146.22
								Total to pay	€ 425.41

✕ 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

	ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	ORIGINAL AMOUNT	PAID/ADJ	BALANCE
☐				Invoice	Sept. 30, 2016	Nov. 29, 2016	Overdue	€ 41.46	€ 0.00	€ 41.46
☐				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

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 enqueries

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 Analyis 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 ❶

❷ [redacted]

❸ VAT Number: [redacted]

❹ Invoice Number: [redacted]
Account Number: [redacted]
Invoice Date: 07.12.2016
Reference:
Number of Pages: 1 of 2

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

❻ Customs Charge Type	❼ Number of Declarations	❽ Total Customs Charges	❾ Total of Extra Charges	❿ VAT	⓫ Nett Charge
Duty	2	0,00	26,00	0,00	
VAT	2	48,66			
Other Levy	2	0,00			
Total ⓬		48,66	26,00	0,00	74,66

Analysis of Extra Charges ⓭	**Total**
Disbursements	26,00

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

Total Extra Charges	26,00	**Total VAT**	5,46

⓯ Due date: 14.12.2016
⓰ **Total Amount:** **80,12 EUR**

❶ Type of Invoice
❷ Customer Billing address
❸ VAT Number: Customer VAT-number
❹ Customer Billing Information: Invoice number, Account number, Invoice Date, Reference, Page number
❺ Contact Details for enqueries
❻ Customs Charge Type: Description of Customs Charges
❼ Number of Declarations
❽ Total Customs Charges: charges for Duty, VAT and Other Levy
❾ Total of Extra Charges: Extra Charges excluding VAT
❿ 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.**
⓫ Nett Charge: Total of Customs Charges and Extra Charges excluding VAT related to the Extra Charges
⓬ Total: Totals of Customs Charges, Extra Charges excluding VAT and Nett Charge
⓭ Analysis of Extra Charges: Description of additional charges within this invoice.
⓮ Analyis of VAT: explanation of VAT calculation related to the Extra Charges
⓯ Due date: date after the payment period has expired
⓰ Total Amount: Total Invoice amount including VAT