DHL MyBill Manual

MyBill.dhl.com

Content Page

Content Page 2
Introduction 3
What does MyBill offer? 4
Enrolling & Logging In 5
The Screens 7
The Dashboard 7
The Archive, Downloads & Reports Screens 9
The My Account Screen 10
The Search Screen 12
The Help Screen 13
Step by Step 14
View/Dowloading Invoices 14
CSV Configuration 17
Waybills & Supporting Documentation 18
Disputing an Invoice 20
Making a Payment 22
DHL Invoices 23
Freight Breakdown 23
Customs Duty Invoice Breakdown 25
FAQ 27
Account Management 27
Invoices 28
Payments 29
Disputes 29
Miscellaneous 30

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. 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**

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

MyBill will allow you to:

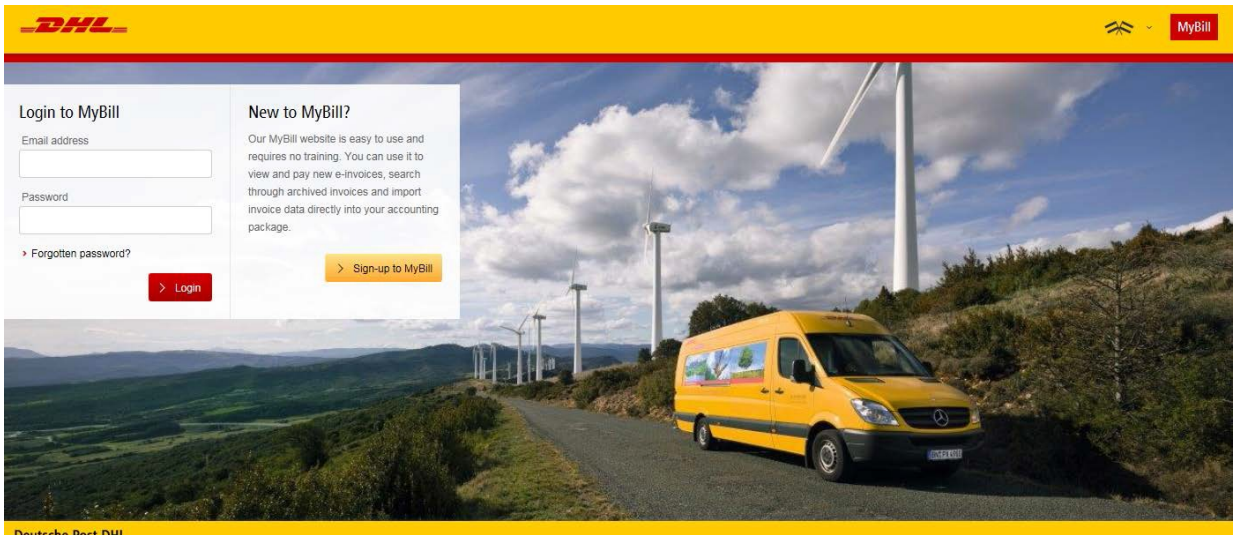
- Receive email notification of new invoices
- Pay invoices online via credit card or bank funds transfer.
- Review payment history online.
- View and download copies of all invoices, including corresponding PDF and TIF documentation.
- Download invoice and shipment transaction data in spreadsheet format.
- 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.

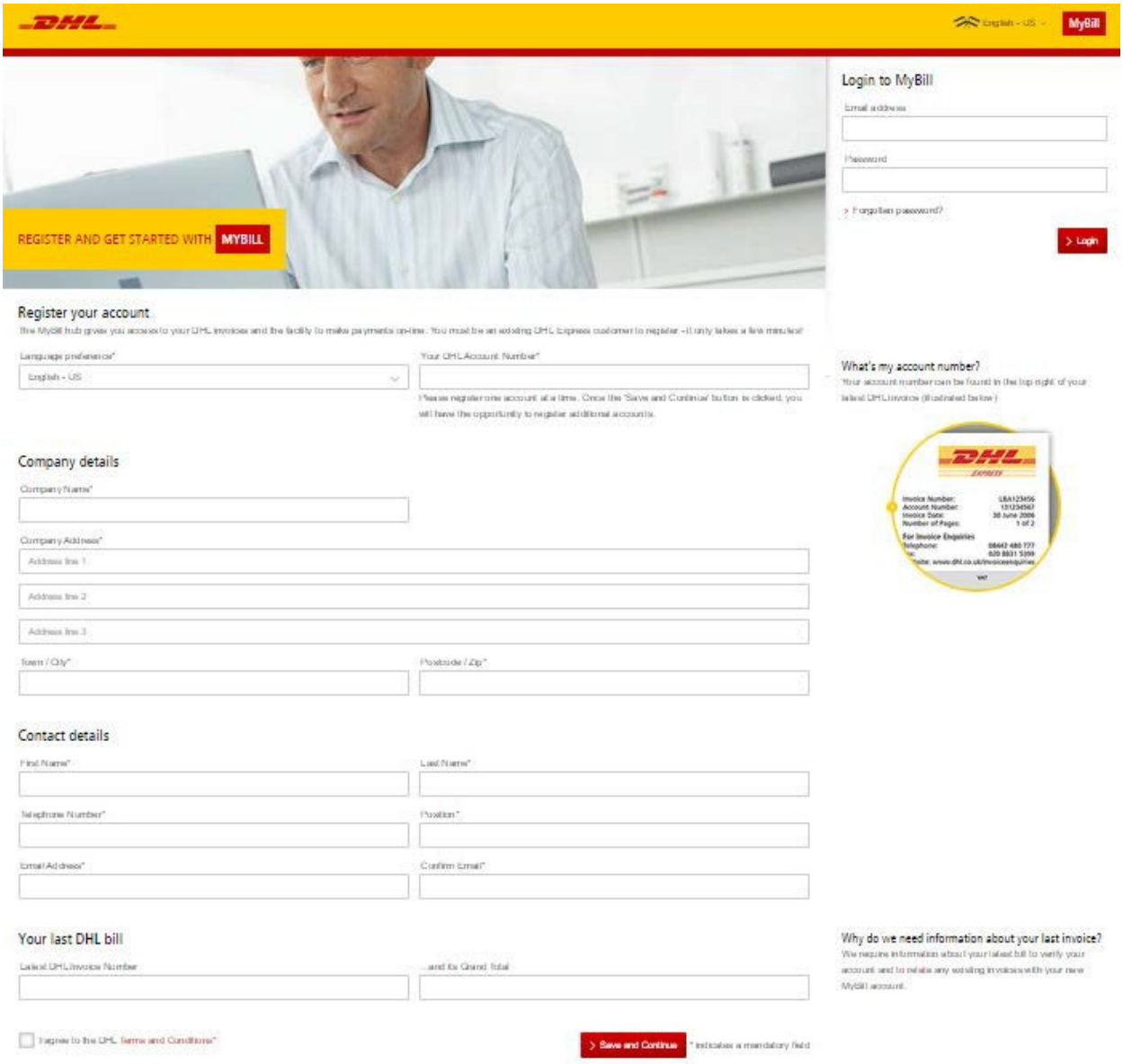
Enrolling & Logging In

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.




MyBill
REGISTER AND GET STARTED WITH MYBILL
Login to MyBill
Email address
Password
Forgotten password?
Login
Register your account
Language preference*
English - US
Your DHL Account Number*
What's my account number?
Company details
Company Name*
Company Address*
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?
I agree to the DHL Terms and Conditions*
Save and Continue
* indicates a mandatory field

The Screens

The Dashboard

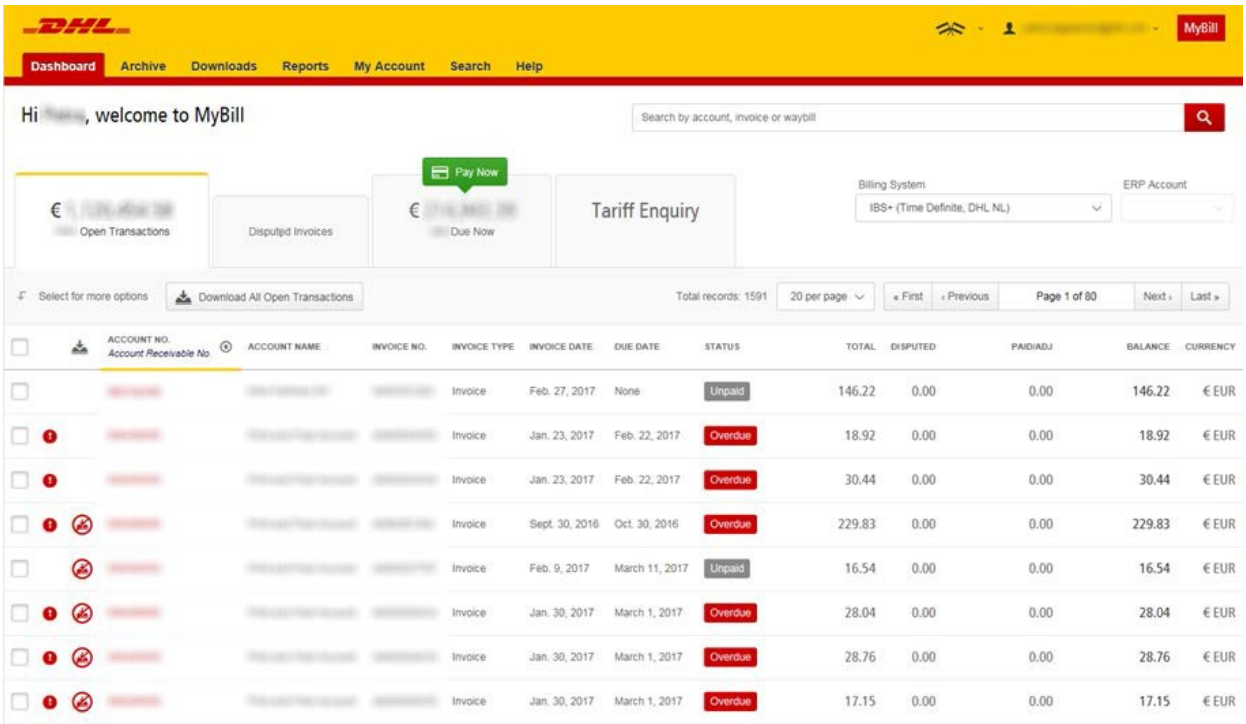
An overview of all accounts, all invoices relating to these accounts, their due dates and their status. See at a glance any overdue/unpaid invoices.

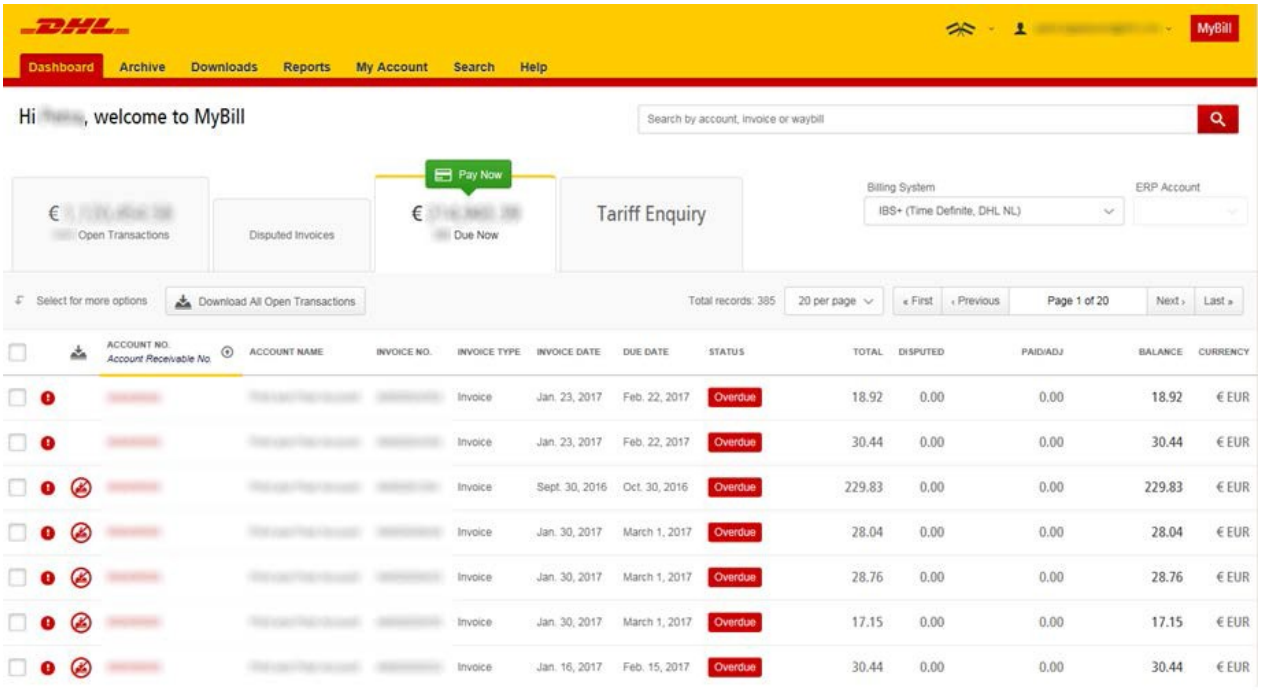
Once you have logged into MyBill you will be redirected to the main Dashboard screen. From this screen you can navigate to main menu options: Archive, Downloads, Reports, My Account, Search and Help. In the main Dashboard your invoices are divided into 3 categories:

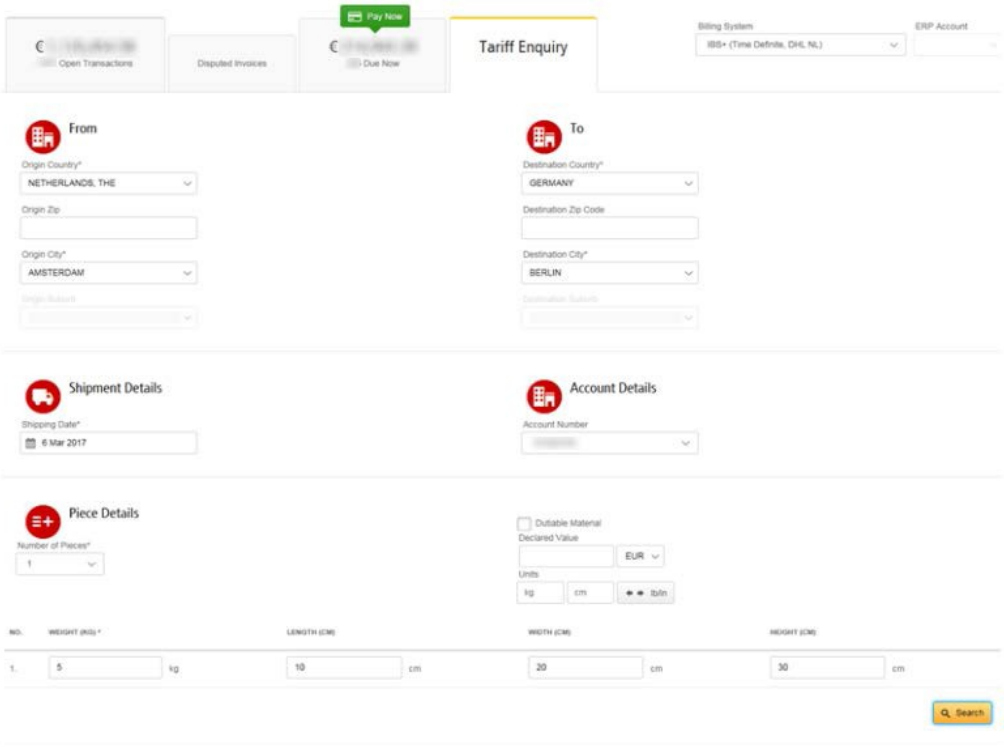
1. **Open Invoices** - These are the invoices with outstanding balances that require payment.
2. **Disputed Invoices** – this function is currently not available for Belgium.
3. **Due Now** - Here you will find an overview of invoices for which payment is due or overdue.

By clicking on the headers you can sort the invoices.

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



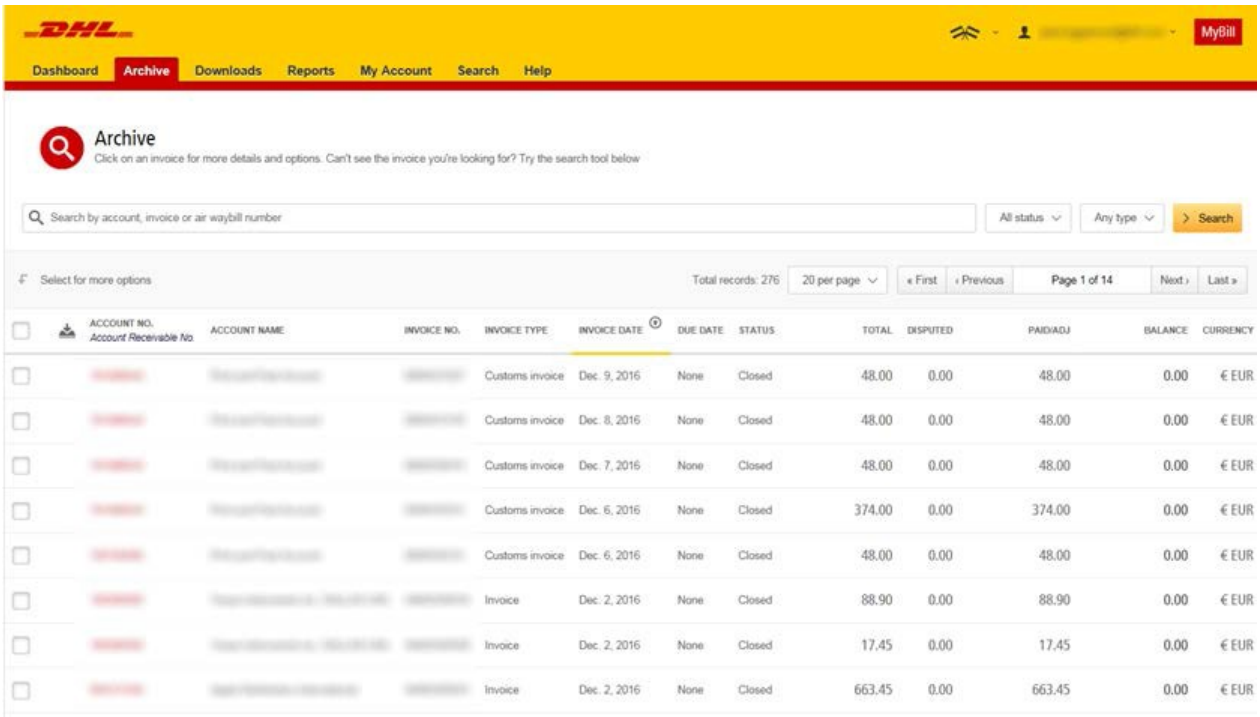

MyBill
Dashboard
Archive
Downloads
Reports
My Account
Search
Help
Hi , welcome to MyBill
Search by account, invoice or waybill
Pay Now
Open Transactions
Disputed Invoices
Due Now
Tariff Enquiry
Billing System
IBS+ (Time Definite, DHL NL)
ERP Account
Select for more options
Download All Open Transactions
Total records: 385
20 per page
« First
‹ Previous
Page 1 of 20
Next ›
Last »
ACCOUNT NO.
Account Receivable No.
ACCOUNT NAME
INVOICE NO.
INVOICE TYPE
INVOICE DATE
DUE DATE
STATUS
TOTAL
DISPUTED
PAID/ADJ
BALANCE
CURRENCY
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 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
Invoice Jan. 16, 2017 Feb. 15, 2017 Overdue 30.44 0.00 0.00 30.44 € EUR


Pay Now
Open Transactions
Disputed Invoices
Due Now
Tariff Enquiry
Billing System
IBS+ (Time Definite, DHL NL)
ERP Account
From
Origin Country*
NETHERLANDS, THE
Origin Zip
Origin City*
AMSTERDAM
To
Destination Country*
GERMANY
Destination Zip Code
Destination City*
BERLIN
Shipment Details
Shipping Date*
6 Mar 2017
Account Details
Account Number
Piece Details
Number of Pieces*
1
Dutiable Material
Declared Value
EUR
Units
kg
cm
lb/in
NO.
WEIGHT (KG) *
LENGTH (CM)
WIDTH (CM)
HEIGHT (CM)
1.
5
kg
10
cm
20
cm
30
cm
Search

The Archive, Downloads & Reports Screens

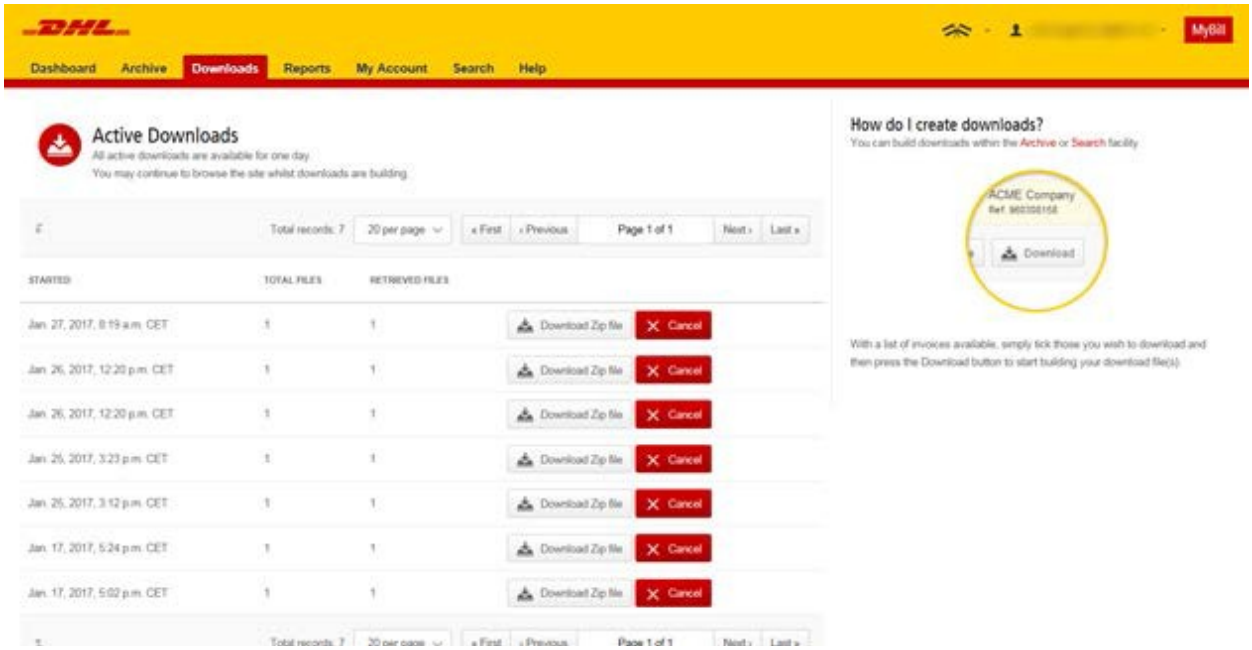
The Archive Screen

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.



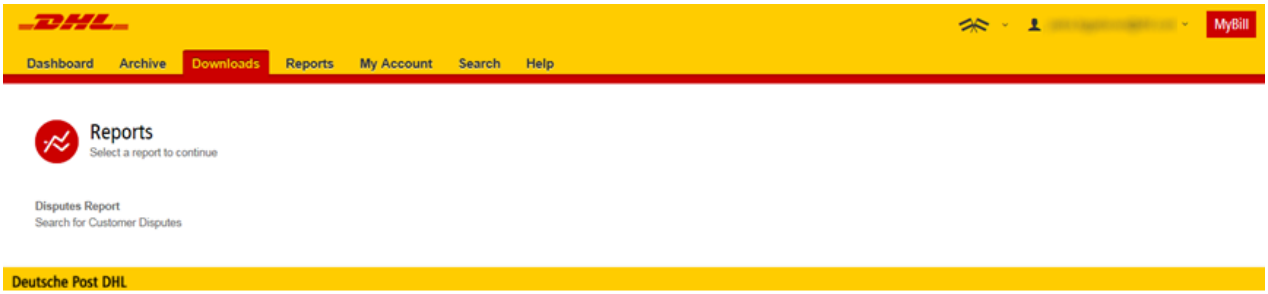
The Download Screen

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:

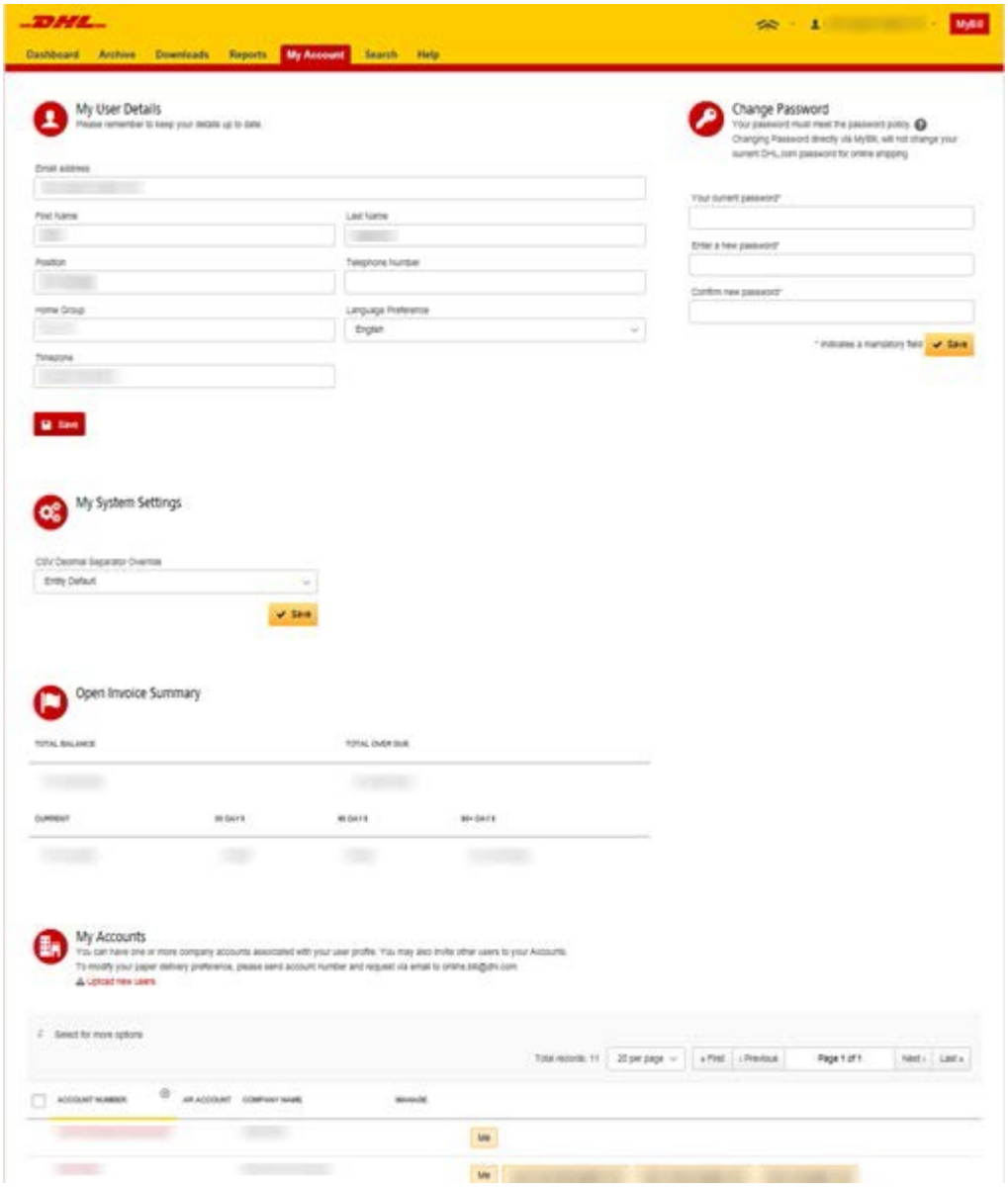
Here you can select the decimal separator

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.


Dashboard
Archive
Downloads
Reports
My Account
Search
Help
My User Details
Change Password
My System Settings
Open Invoice Summary
My Accounts

The Search Screen

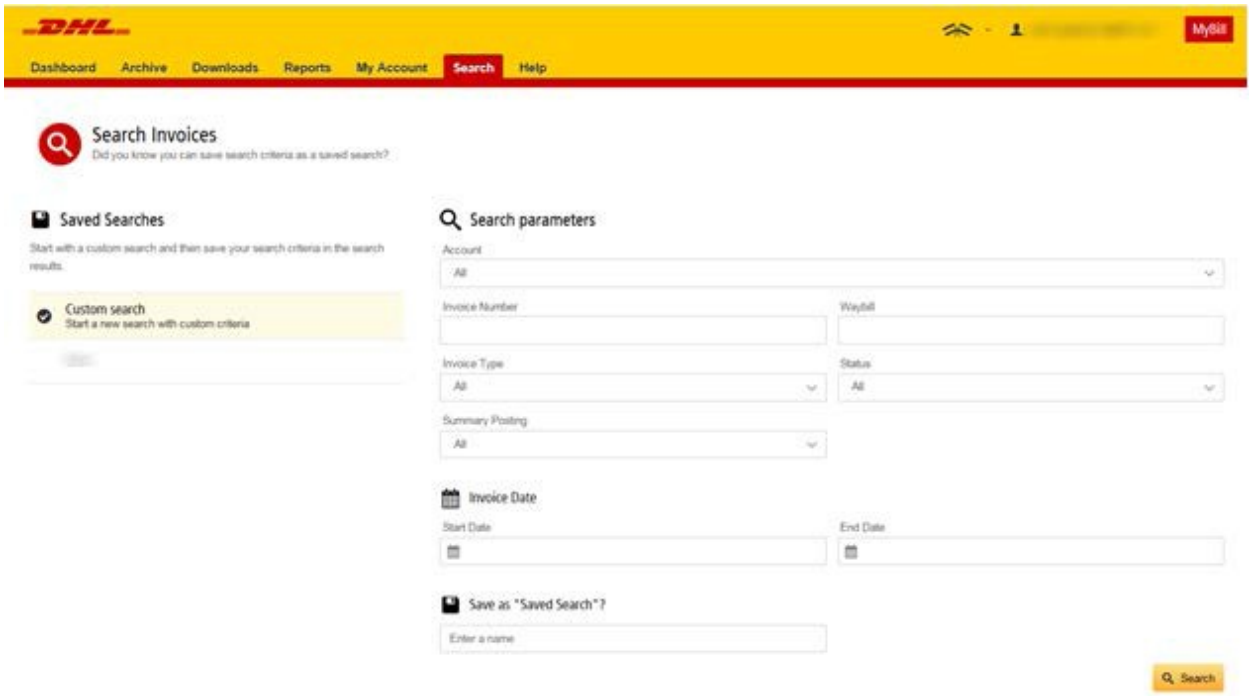
MyBill Search offers dynamic search capabilities to easily and quickly search

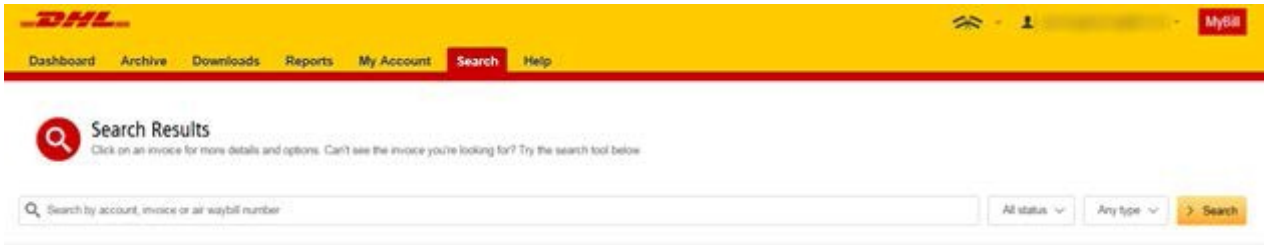
Simply select the parameters you wish to search on and select the **Search** button. Available search parameters include:

- 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.





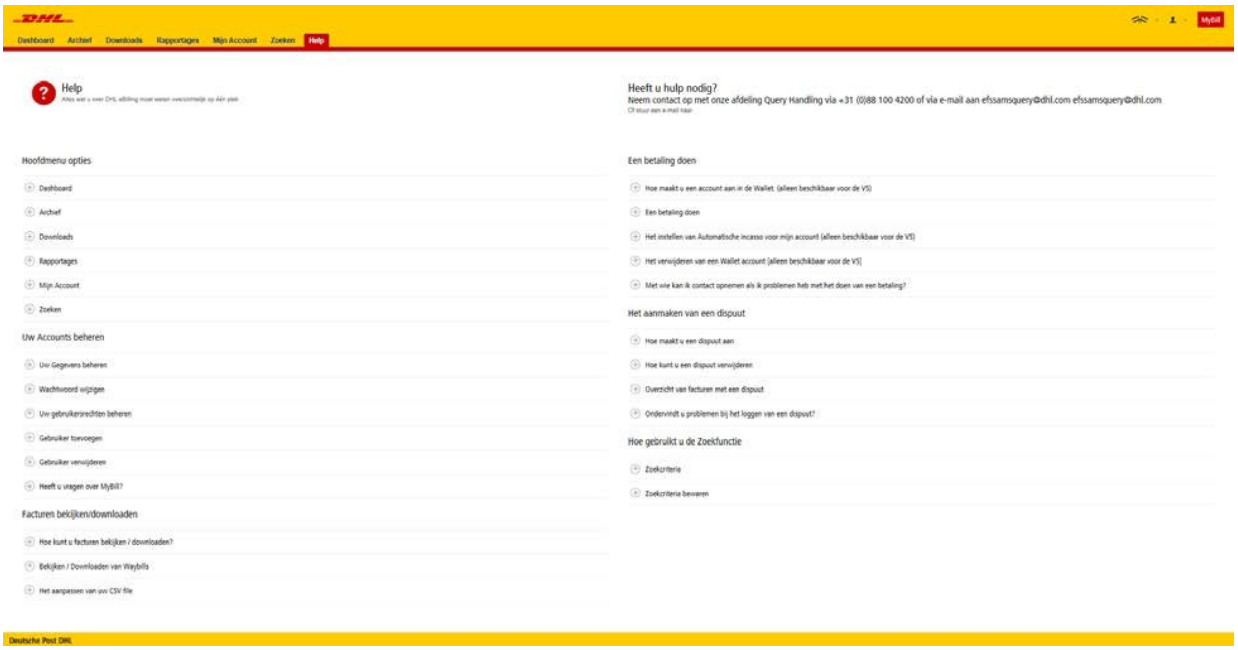
The Help Screen

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: +32 2 715 5454 or via email efssbruquery@dhl.com



Step by Step

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

View/Dowloading Invoices

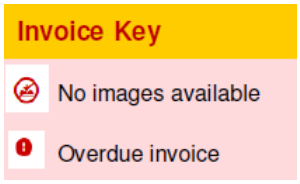
There are several ways to download invoices; one invoice at a time or multiple invoices simultaneously.

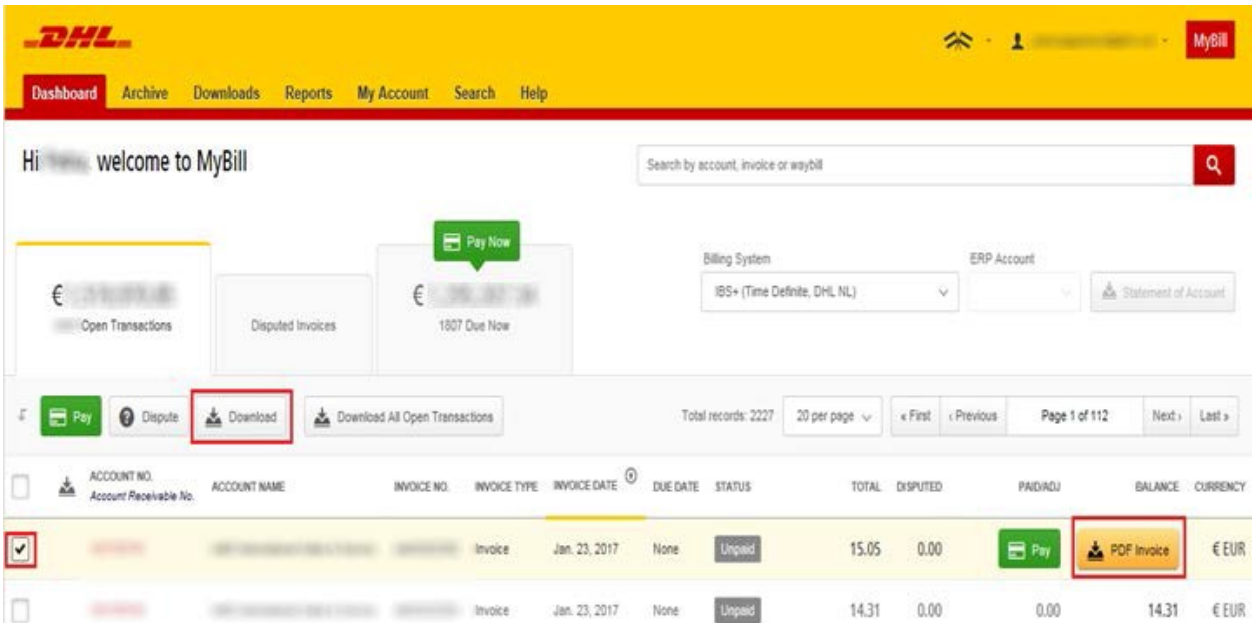
Single invoices Option 1:

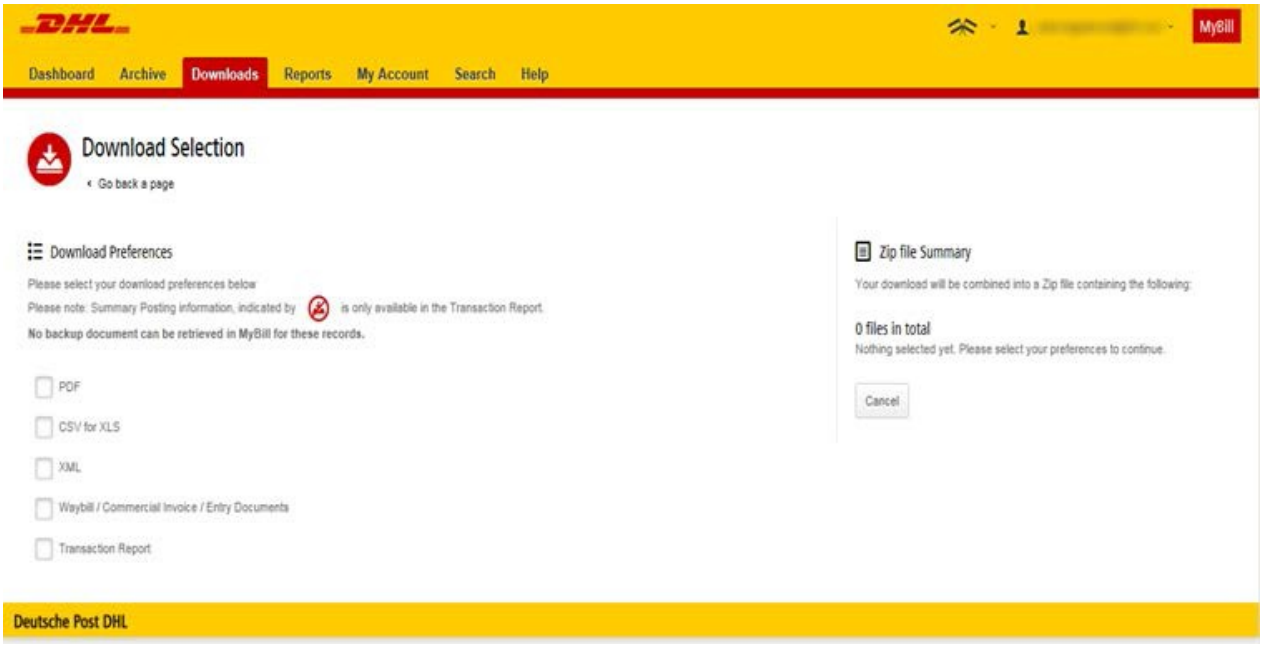
To view/download a single PDF invoice simply hover your mouse over the invoice line and select the **PDF Invoice** that will subsequently appear.

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).



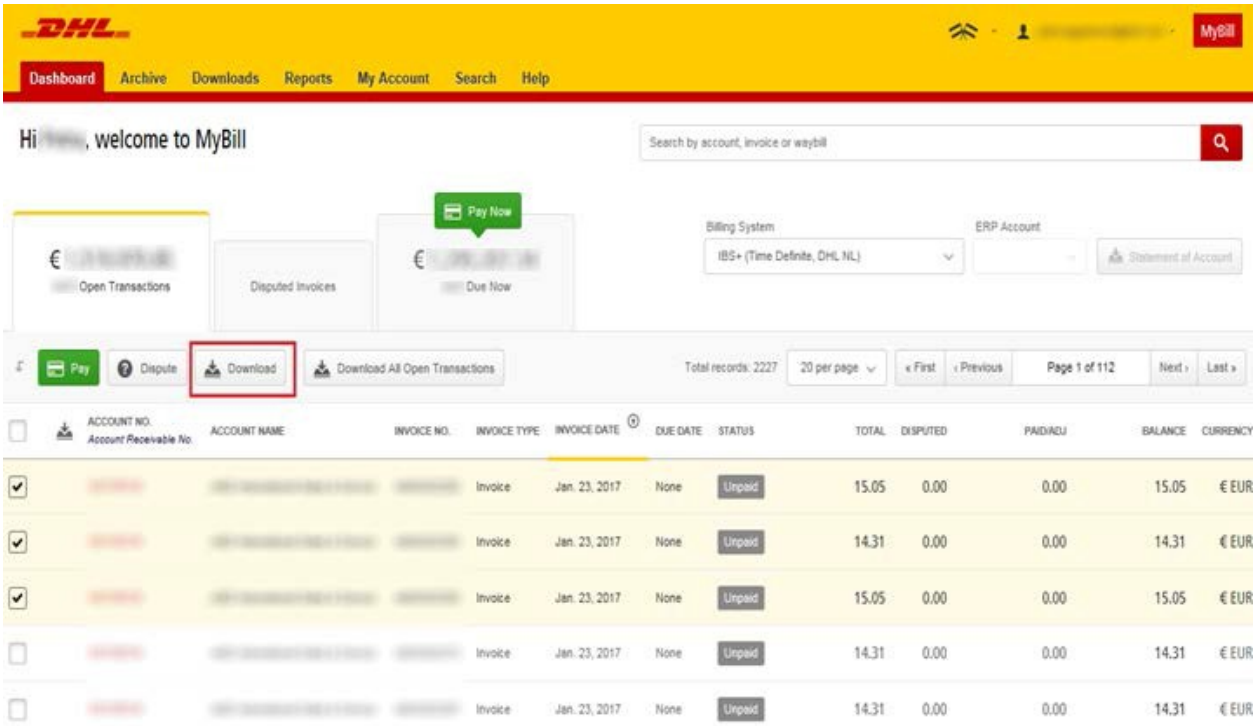




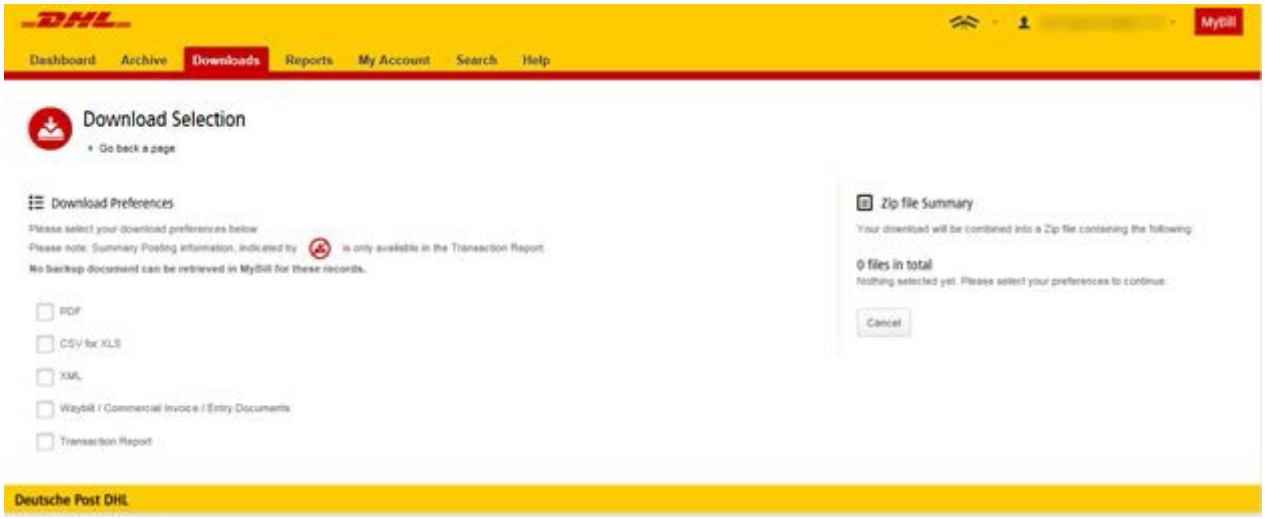
View/Downloading Invoices

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.

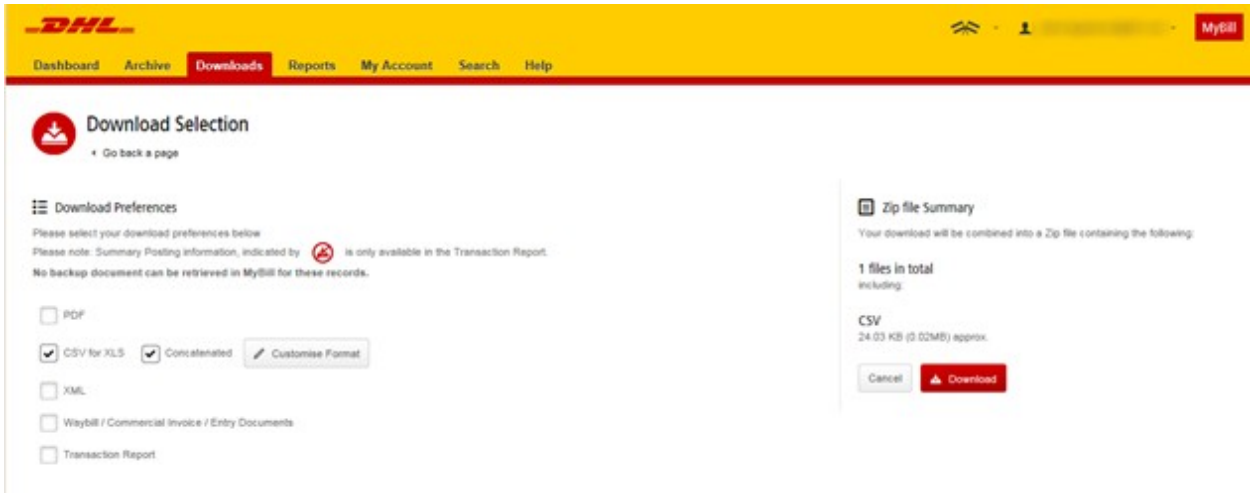


As with the single invoice option, you will be redirected to the **Downloads** screen where you can choose your download preference.

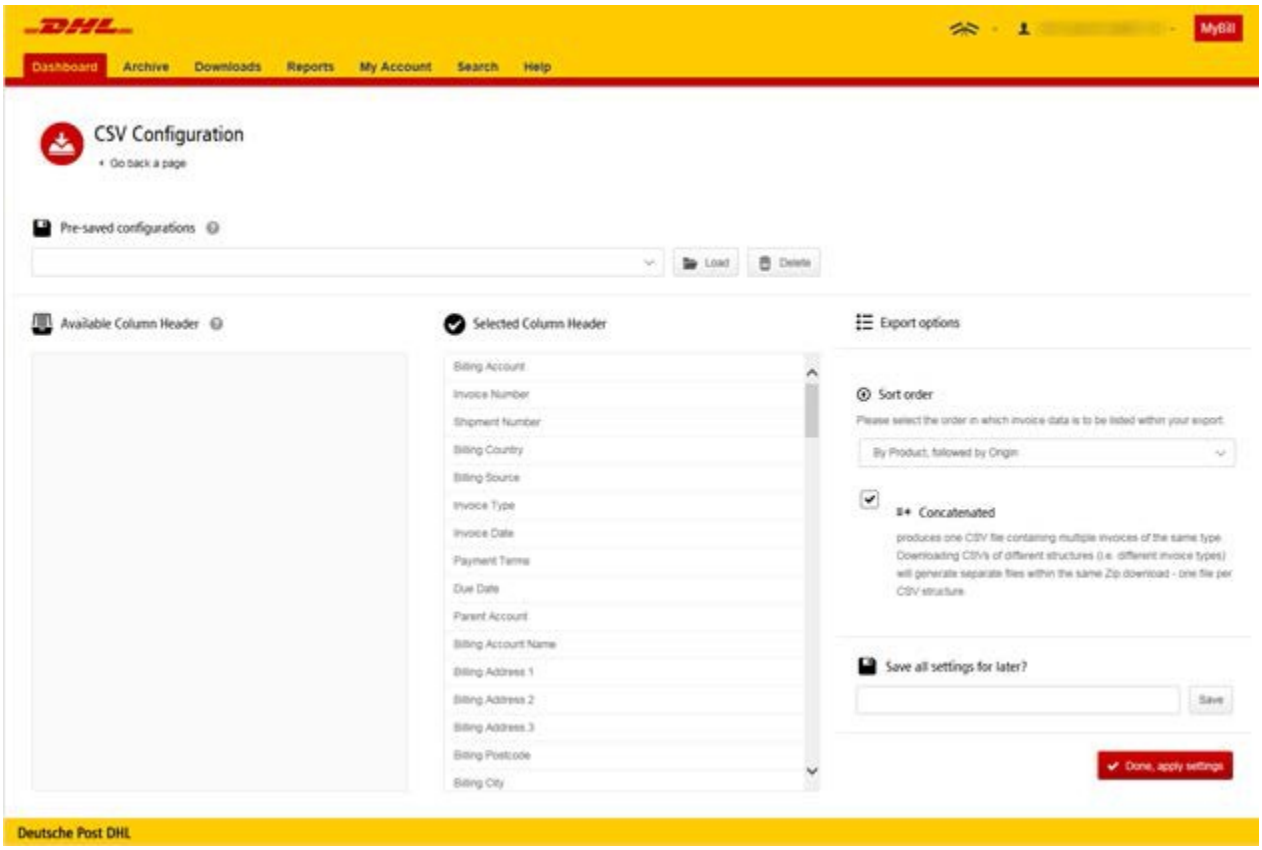


Should you chose the **CSV for XLS** format you will be offered the possibility to customize the format. Should you wish to customize the format of the CSV file then select the **Customize Format** button to configure your CSV-file. Otherwise select the **Download** button to continue with the standard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

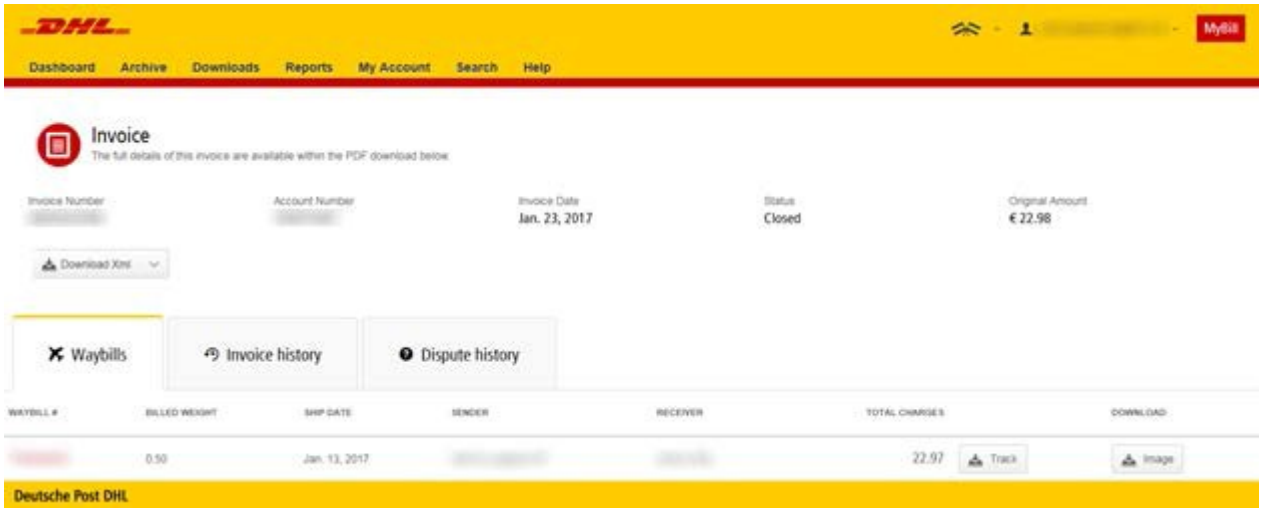
Waybills and Customs paperwork

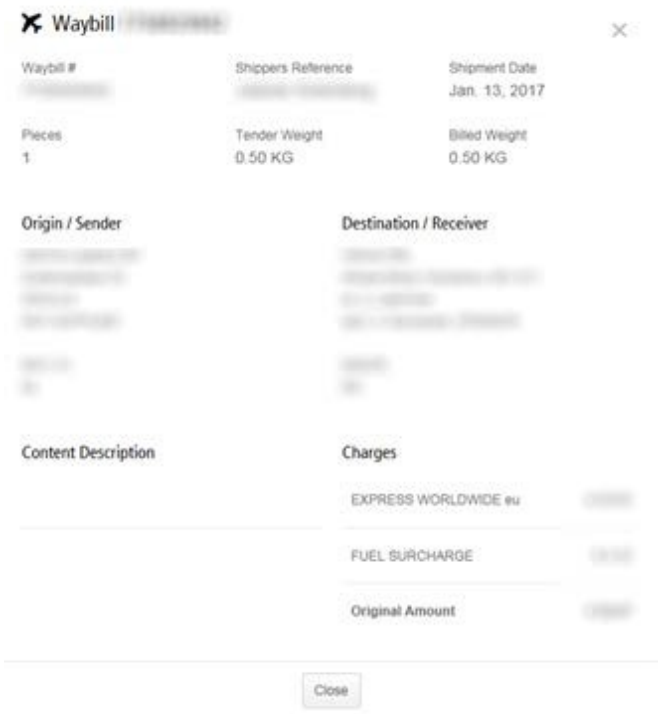
There are several ways in which you can view Waybills and/or customs paperwork.

Single invoices

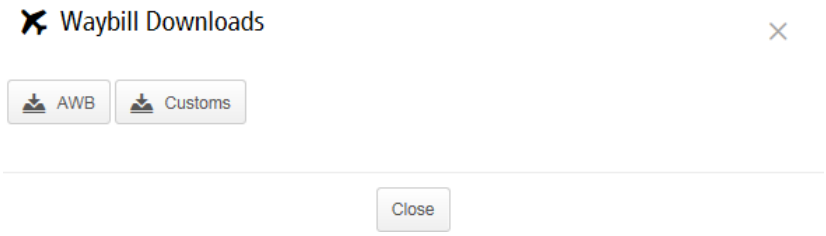
Option 1

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.



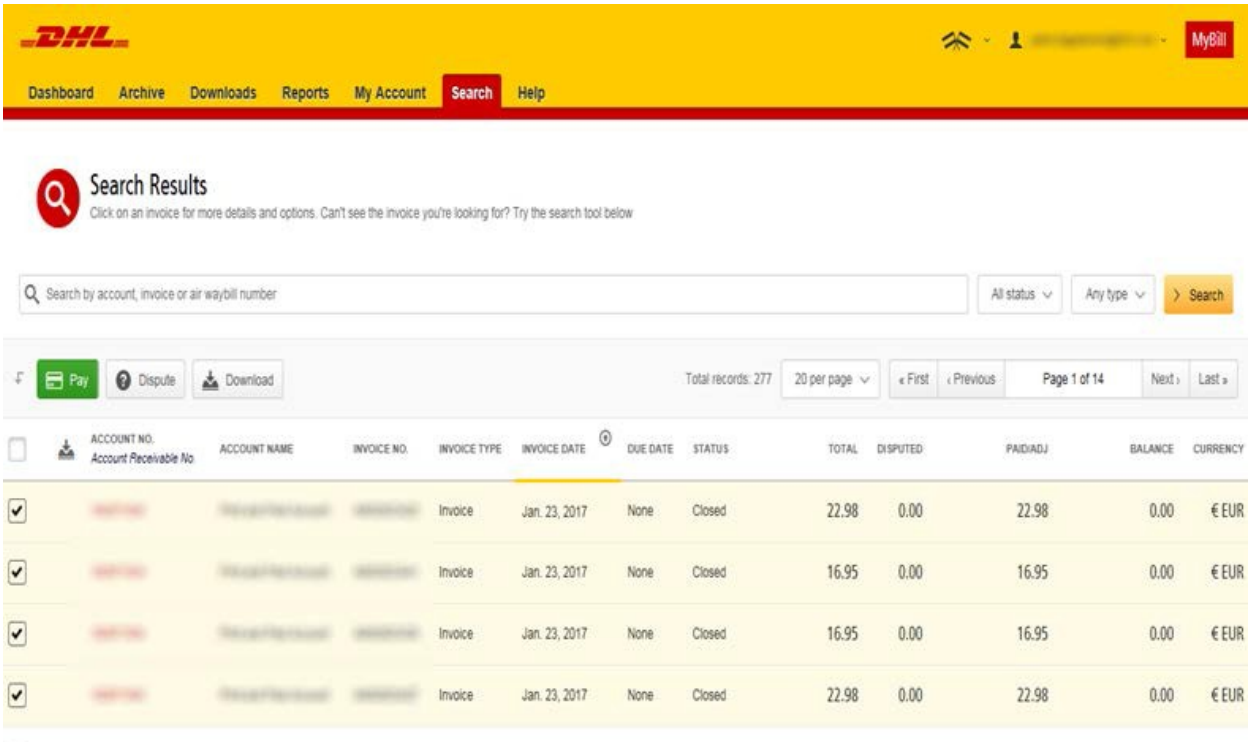


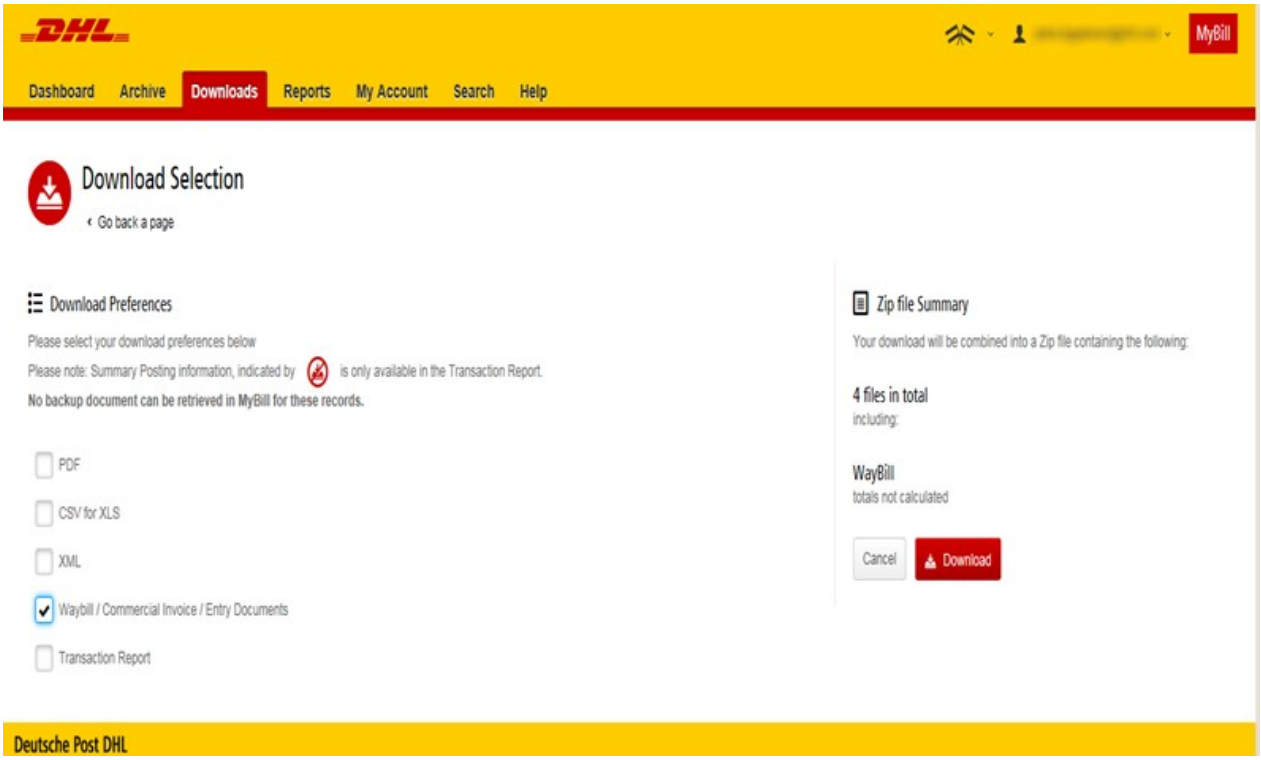
Option 2
Click on the **Image** button in the **Download** column. A new window will list the available paperwork. Select the option you wish to view.



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.

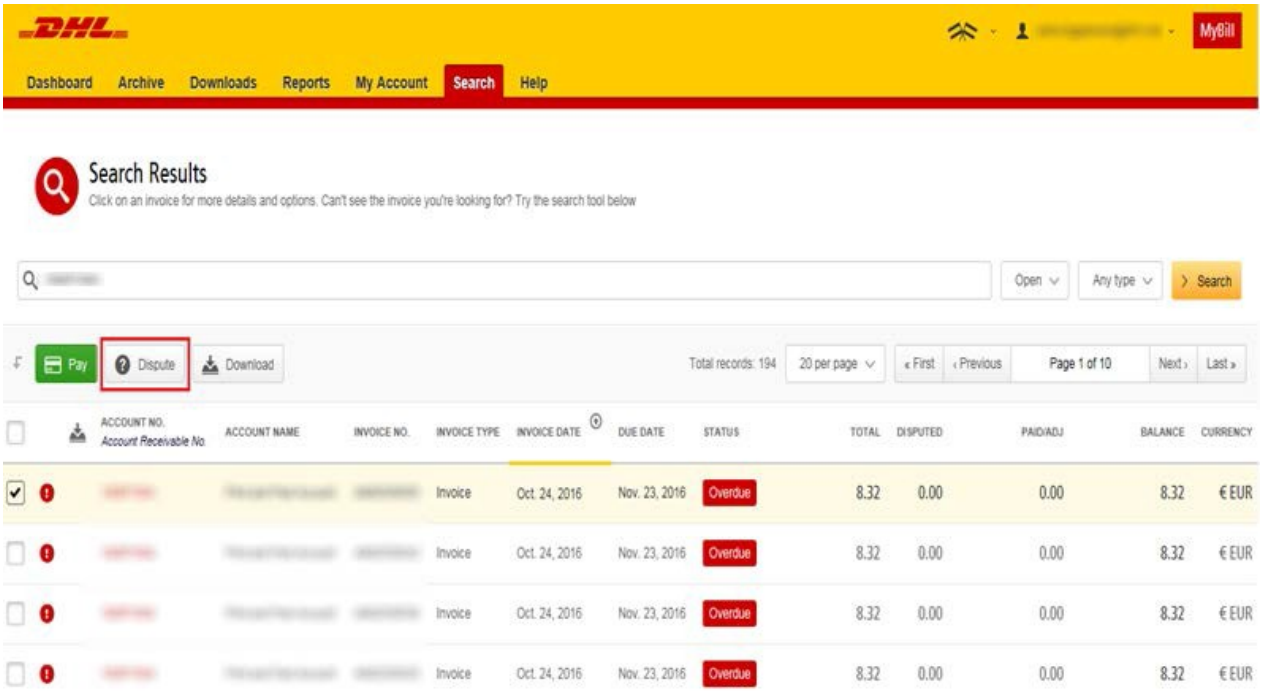




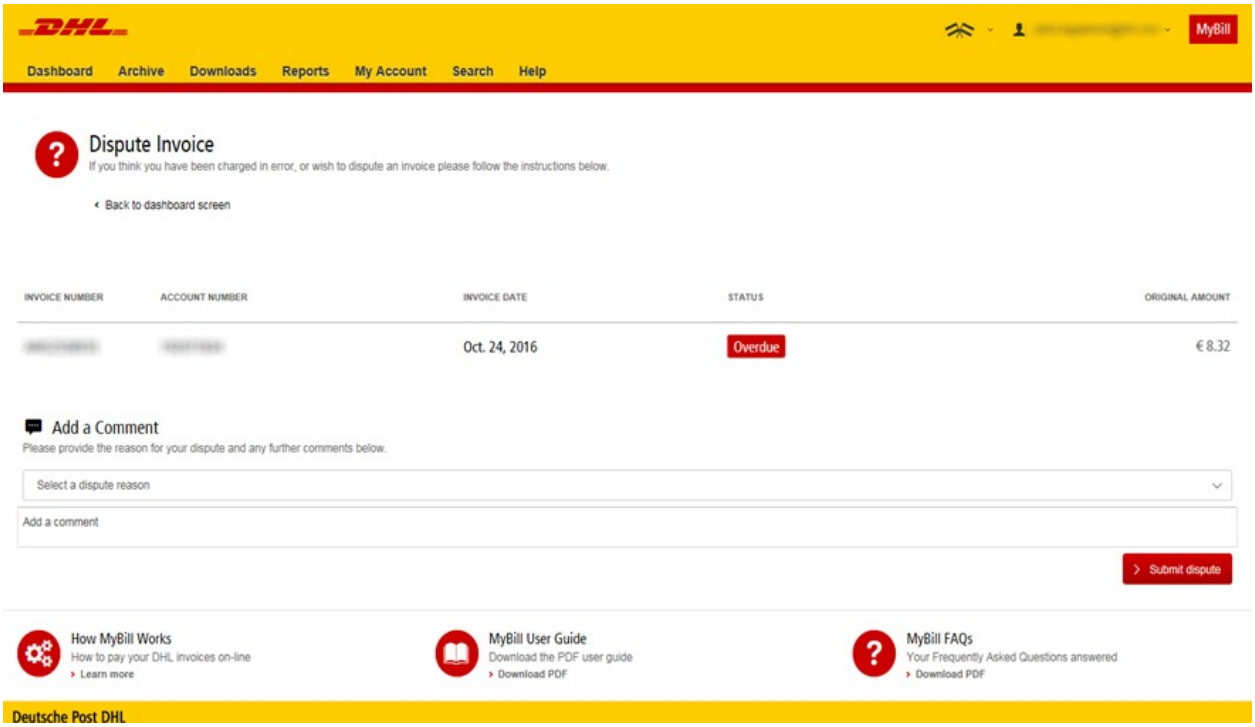
Disputing an Invoice

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.

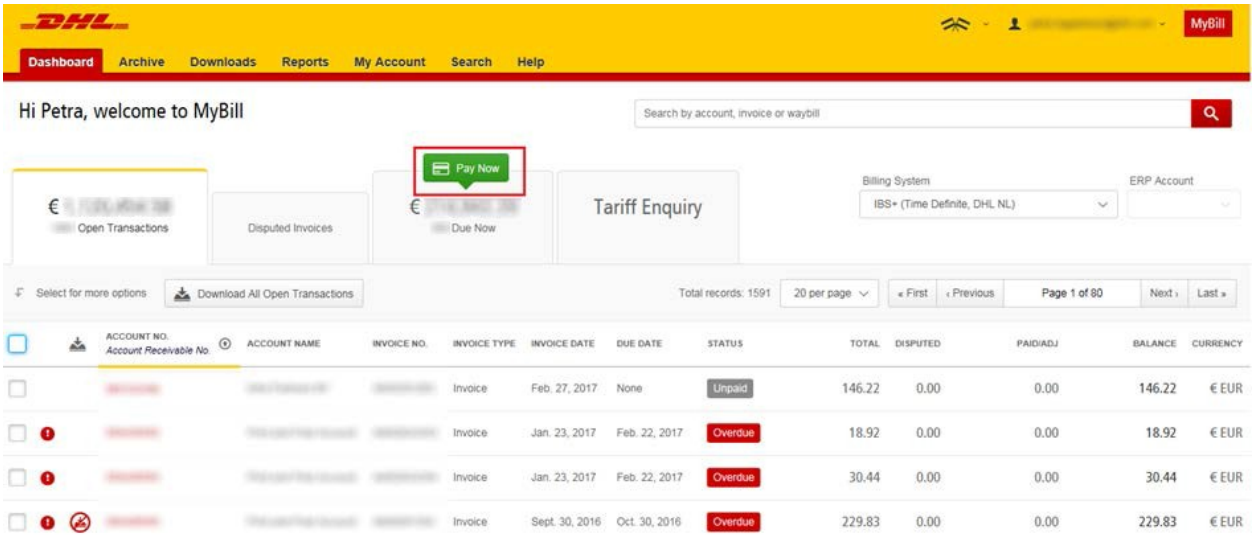


You will be redirected to the **Dispute Invoice** screen where you can enter the details of your dispute by selecting a dispute reason from the dropdown menu, entering a description of the dispute in the comment field and clicking the **Submit Dispute** button.

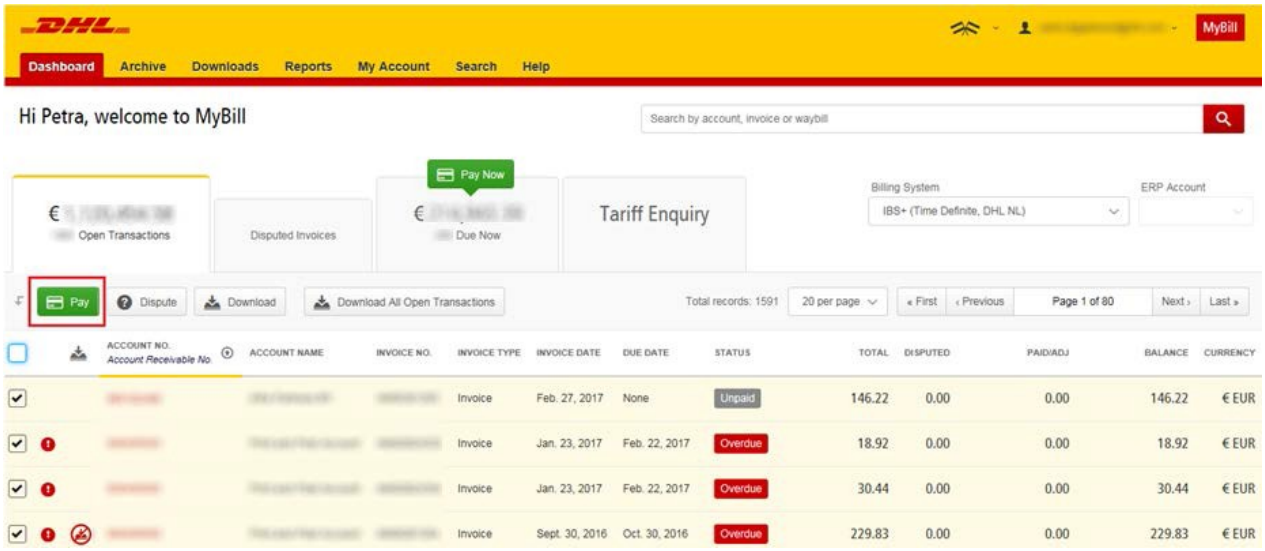


Making a Payment

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.

Once you have clicked on **Confirm** you will be lead to the payment screen where you can choose to pay via Credit Card, Debit Card or online bank transfer.

DHL Invoices

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

Freight Breakdown

DHL Express
INVOICE 1

2 [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: +32 2 715 5454
Fax: +32 2 400 0808
Email: efssbruquery@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**

Analysis of Extra Charges 13	Total
FUEL SURCHARGE	14,94
ADDRESS CORRECTION	10,00
Total Extra Charges	**24,94**

Analysis of VAT 14

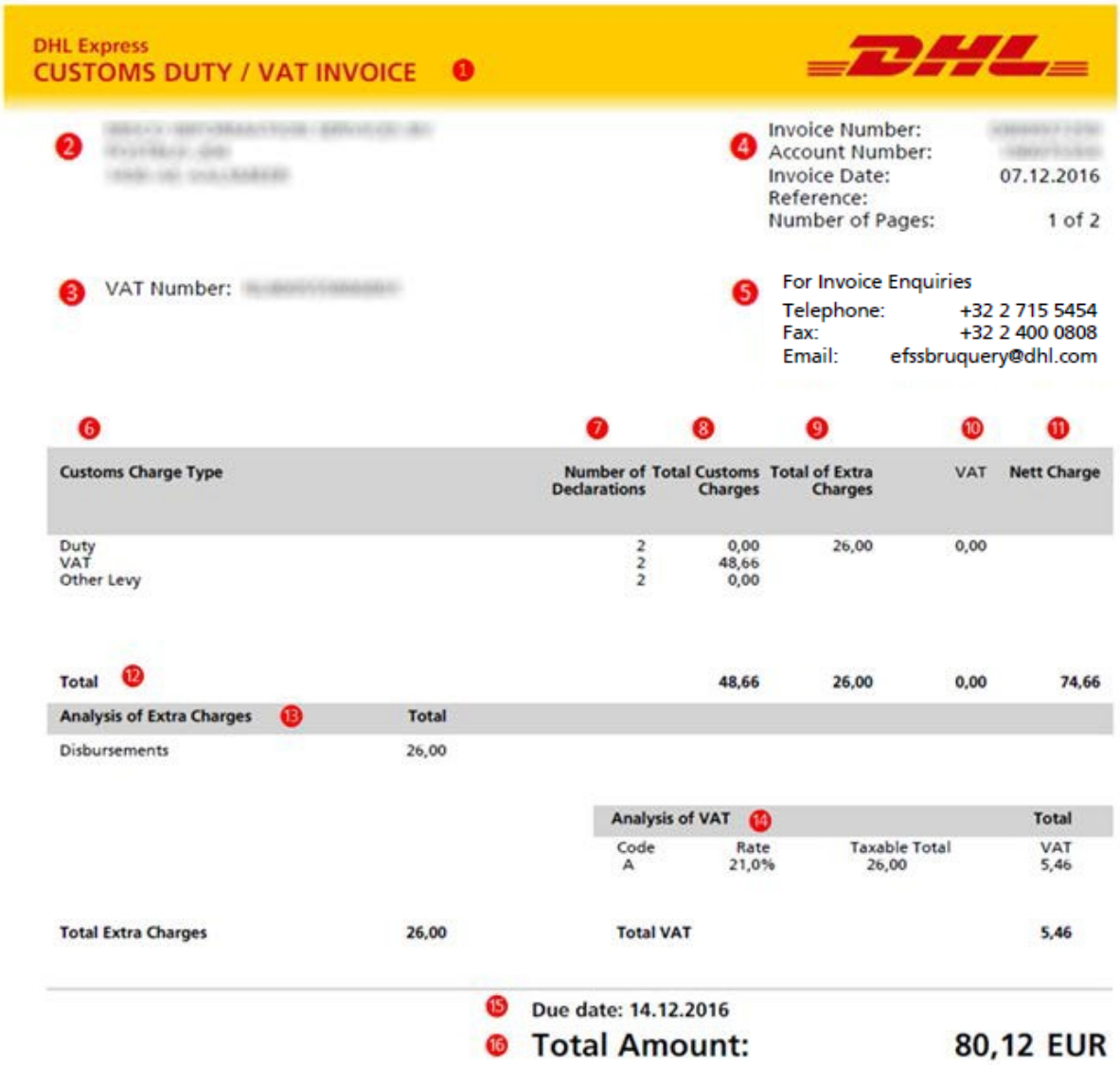
Code	Code Description	Rate	Taxable Total	Total VAT
A	Taxable code at the % rate of the billing country	21,00%	51,11	10,74
B	0% VAT - no VAT	0,00%	93,31	0,00
Total VAT				**10,73**

15		16 Total (Excl. VAT)	17 VAT	18 Total (Incl. VAT)
Payment due date: 13-03-17	**Total Amount (EUR)**	**144,42**	**10,73**	**155,15**

DHL International N.V./S.A. P/O DHL EFSS Postbus 4 - 1800 Vilvoorde Belgium
Phone +32 (0) 2 715-5454 Fax +32 (0) 2 400-0808
RPR Brussel Vergunning Vervoerscommissie 0071.001, BTW nr: BE 0406796224
Maatschappelijke zetel: DHL International N.V./S.A. Woluwelaan 151, 1831 Diegem
Crest code: DBEXXX

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 1

2 [redacted]

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

3 VAT Number: [redacted]

5 For Invoice Enquiries
Telephone: +32 2 715 5454
Fax: +32 2 400 0808
Email: efssbruquery@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
Total Extra Charges	**26,00**

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

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 enqueries
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: The VAT-calculation related to Extra 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

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 +32 2 715 5454 or email to efssbruquery@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 +32 2 715 5454 or via email to efssbruquery@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 currently not available for Belgium.
- **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

- Credit Cards, American Express, online bank transfer

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 e-billing.be1@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.

Miscellaneous

How can I convert a CSV-file to Excel?
Open the file in Excel by Selecting the option **All Files**
Select column A
Go to **Data** in the menu bar; select **Text to Columns**
A conversion menu appears
Choose **Delimited**
Choose **Next**
Choose **Comma**
Choose **Next**
9. Choose **Finish**

Is MyBill alligned with VAT?
Yes, the system is aligned with the relevant VAT-legislation of Belgium 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.

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 efssbruquery@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 +32 2 715 5454 or send an email to efssbruquery@dhl.com