



MyBill

DHL EXPRESS

MyBILL USER GUIDE

Global Order to Cash



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INTRODUCING MyBILL

This guide describes the functionality provided by the DHL Global MyBill system for DHL Express customers.

What does MyBill offer?

DHL MyBill is a simple and effective tool for reviewing invoices, paying your DHL invoices and downloading reports. Our secure online environment saves time, eliminates paperwork and is easy to use for all our customer DHL Express accounts. It combines the convenience of an online interface with the speed and security of electronic banking 24 hours a day, 7 days a week.

How can you benefit from Online Billing?

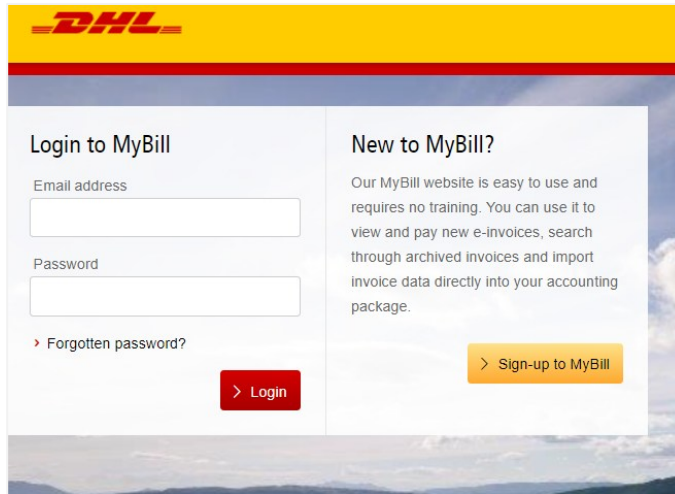
You maintain full control of all your export and import accounts in one profile. Specify the dates you would like to make a payment and determine the amount for each payment. Research individual line items on your invoices. If you need to file a dispute for charges, it is simple to submit your request and information with DHL MyBill.

MyBill will allow you to:

- ✓ Receive email notifications 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.

Logging in

To log into the DHL MyBill system, open <https://mybill.dhl.com/login/>

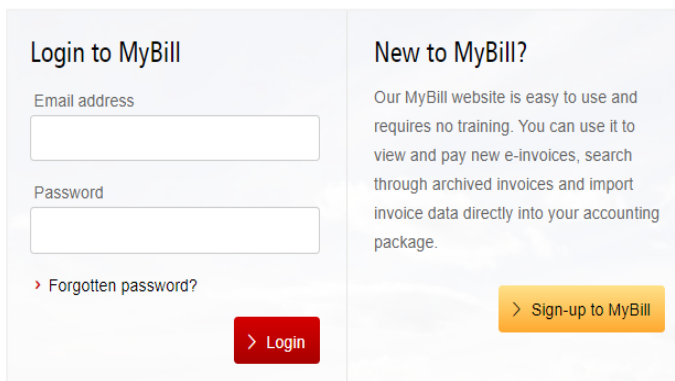


The screenshot shows the DHL MyBill login and sign-up interface. On the left, under 'Login to MyBill', there are input fields for 'Email address' and 'Password', a link for 'Forgotten password?', and a red 'Login' button. On the right, under 'New to MyBill?', there is a description of the system's benefits and an orange 'Sign-up to MyBill' button.

Already a MyBill user: Enter your email address in the email address box and type your password in the 'Password' box and then click **Login**.

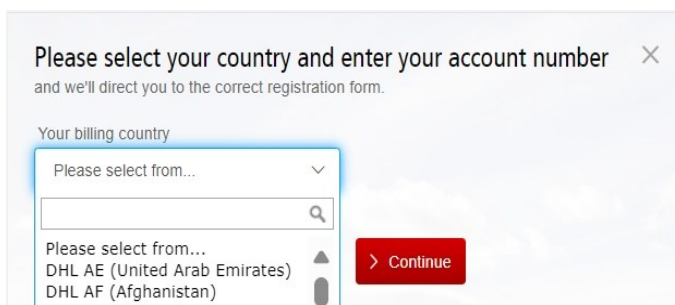
You are not yet a MyBill user; click on the **Sign-up to MyBill** button.

Signing up to MyBill



This is a duplicate of the screenshot above, showing the DHL MyBill login and sign-up interface with 'Login to MyBill' and 'New to MyBill?' sections.

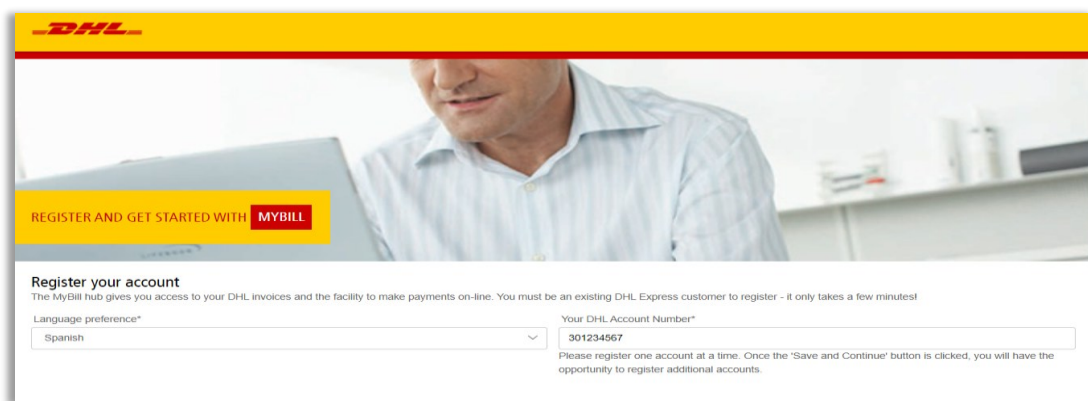
To begin the process of signing up to MyBill, click on the **Sign-up to MyBill** button.



The screenshot shows the next step in the sign-up process. A message at the top says 'Please select your country and enter your account number and we'll direct you to the correct registration form.' Below this, there is a dropdown menu for 'Your billing country' with a search bar. The dropdown is open, showing a list of countries including 'DHL AE (United Arab Emirates)', 'DHL AF (Afghanistan)', and 'DHL AL (Albania)'. A red 'Continue' button is visible to the right.

You will now be asked to select your **billing country**. Once you have selected your country, insert the account, and click the **Continue** button.

You will now be taken to the **Register your account** screen:



Here you will be asked to provide the following information:

- **Language Preference:** The language you prefer to use to view the DHL MyBill system.
- Your DHL Account Number.

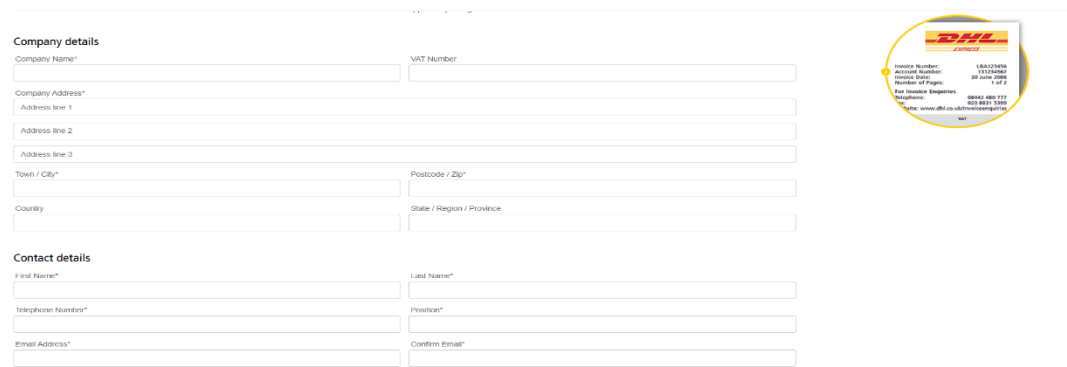
Company Details

- **Company Name:** Your Company Name.
- **Company Address:** The postal address of your company; up to three lines are provided for the address.
- **Town/City:** The town or city your company is located in.
- **Postcode/Zip:** The postcode or zip code for your company's address.

Contact Details

These details refer to the person who should be contacted regarding invoices.

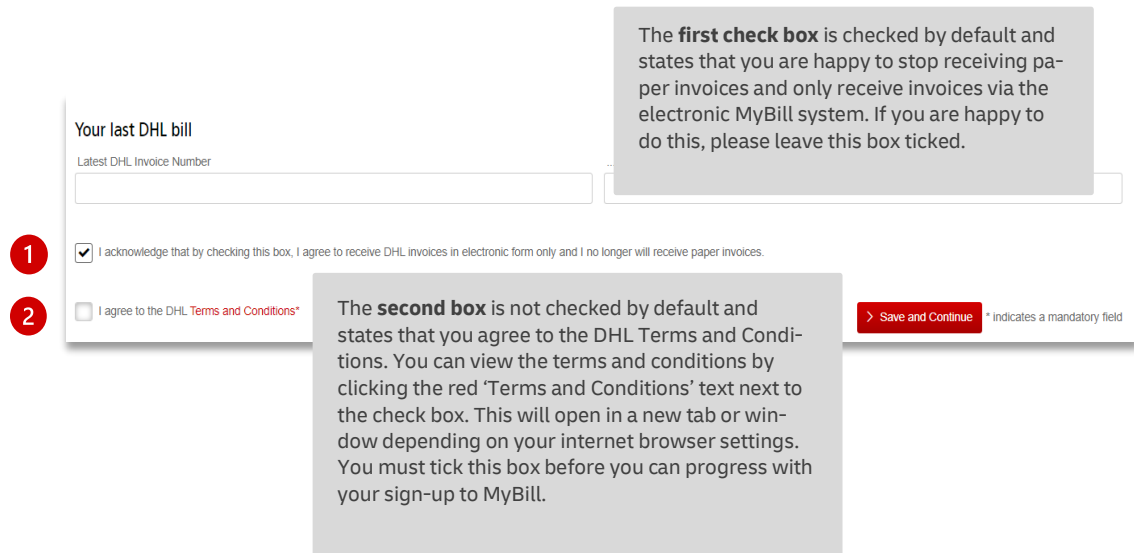
- **First Name:** Contact's first name.
- **Last Name:** Contact's last name.
- **Telephone Number:** The Contact's telephone number.
- **Position:** The Contact's position within your company.
- **Email Address:** The Contact's email address, this will be used to send them electronic invoice documents and notifications.
- **Confirm Email:** The same email address again to confirm that it has been correctly typed.



Your last DHL bill

This information is used to help verify your account.

- **Latest DHL Invoice Number:** The invoice number of your latest DHL bill.
- **Grand Total:** The grand total of your last DHL bill.



The screenshot shows a form titled "Your last DHL bill" with a field for "Latest DHL Invoice Number". To the right, a grey box explains that the first checkbox is checked by default. Below the form, two red circles with numbers 1 and 2 point to the checkboxes. A third grey box explains the second checkbox. A red "Save and Continue" button is on the right, with a note that an asterisk indicates a mandatory field.

1 ☒ I acknowledge that by checking this box, I agree to receive DHL invoices in electronic form only and I no longer will receive paper invoices.

2 ☐ I agree to the DHL [Terms and Conditions*](#)

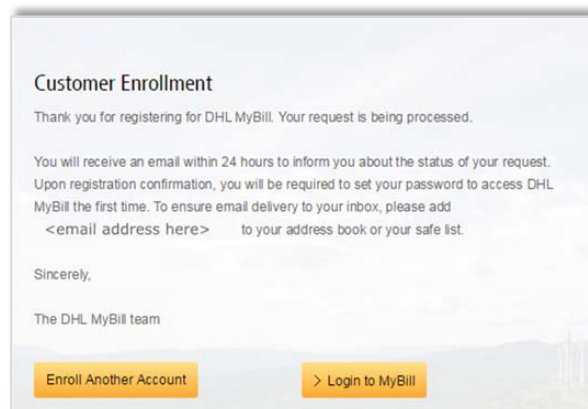
The **first check box** is checked by default and states that you are happy to stop receiving paper invoices and only receive invoices via the electronic MyBill system. If you are happy to do this, please leave this box ticked.

The **second box** is not checked by default and states that you agree to the DHL Terms and Conditions. You can view the terms and conditions by clicking the red 'Terms and Conditions' text next to the check box. This will open in a new tab or window depending on your internet browser settings. You must tick this box before you can progress with your sign-up to MyBill.

[> Save and Continue](#) * indicates a mandatory field

Once you have finished entering your details, click the 'Save and Continue' button. Your request for registration will then be sent to DHL for processing. You will then be given the option to **Enroll Another Account** or **Login to MyBill**.

You should receive an email within 24 hours with the status of your request. There will be an email address displayed on the confirmation where the text <email address here> is shown in the image.



The screenshot shows a confirmation page titled "Customer Enrollment". It thanks the user for registering and states that the request is being processed. It informs the user that they will receive an email within 24 hours and that they will need to set a password upon registration confirmation. It also asks the user to add the email address to their address book or safe list. The page is signed off by "The DHL MyBill team" and has two buttons: "Enroll Another Account" and "> Login to MyBill".

Customer Enrollment

Thank you for registering for DHL MyBill. Your request is being processed.

You will receive an email within 24 hours to inform you about the status of your request. Upon registration confirmation, you will be required to set your password to access DHL MyBill the first time. To ensure email delivery to your inbox, please add <email address here> to your address book or your safe list.

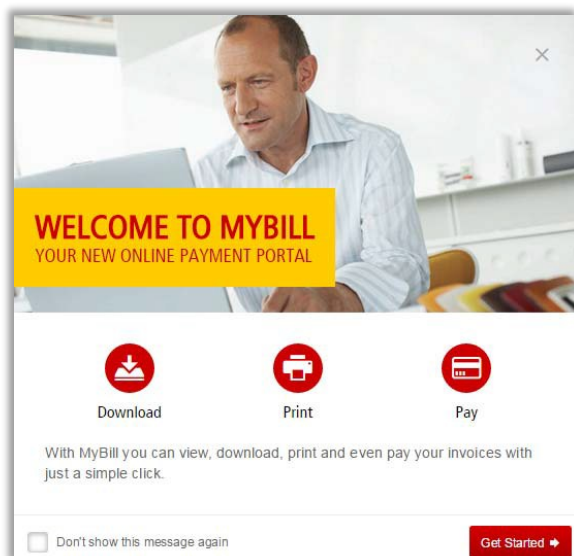
Sincerely,

The DHL MyBill team

[Enroll Another Account](#) [> Login to MyBill](#)

Please make sure that you add this address to your safe senders list to avoid MyBill emails being filed as spam or junk mail. Once your request has been approved, the email will contain a link to click on to set your password for logging in to MyBill.

Once you have successfully logged in to MyBill, you will see a welcome message pop up.



Here you can:

- ✓ Dismiss the message by clicking the 'X' in the top right of the message or by clicking the 'Get Started' button.
- ✓ Select to not have the message displayed again by ticking the 'Don't show this message again' box in the lower left of the message.

MyBILL SCREENS

Title Bar

The title bar appears above all screens in the MyBill system and provides an easy way to navigate between the different MyBill screens. Depending on your permissions, the following tabs may be available: **Dashboard, Archive, Enrollment, Letter of Acceptance, Downloads, Reports, My Account, Search and Help.**



The Dashboard

Once you have logged into MyBill, you will be redirected to the main Dashboard screen.

In the **Main Dashboard**, your invoices are divided into **five** categories:

1. **Open Transactions:** These are the invoices with outstanding balances that require payment.
2. **Disputed Invoices:** All open disputed invoices can be found here.
3. **Due Now:** Here you will find an overview of invoices for which payment is due or overdue.
4. **Tariff Enquiry:** This replicates the functionality of DHL's DHL Capability Tool, [DCT \(dhl.com\)](https://dct.dhl.com) and offers shipment charges and details between two locations, such as transit times and pricing information.
5. **Rated But Not Invoiced (RBNI):** For unbilled items to be presented for enquiry purposes.

The Customer Dashboard now provides a download of an official copy of a **Statement of Account** for the selected billing system and ERP account.

If no billing system or ERP account is selected (or "All"), then the user cannot download a statement of account.

Only customer users with Accounts Receivables (AR) Manager Privileges are presented with the Statement of Account button.

All four overviews except Tariff Enquiry can be downloaded and exported to Excel by selecting the Download All Open Transactions button situated at the top and the bottom of each overview.

Tariff Enquiry

The **Tariff Enquiry** tab on the MyBill dashboard replicates the functionality of DHL's DHL Capability Tool (<http://dct.dhl.com/>) and offers shipment charges and details between two locations, such as transit times and pricing information.

Note: This feature is dependent upon country configuration and may not be enabled for your Country/System.

The screenshot shows the DHL MyBill dashboard with the 'Tariff Enquiry' tab highlighted. The dashboard includes a navigation bar with links like Dashboard, Archive, Enrolment, Letter of Acceptance, Downloads, Reports, My Account, Search, and Help. A welcome message 'Hi Maria, welcome to MyBill' is displayed. Below the message, there are buttons for '€270.48 14 Open Transactions Refresh', 'Disputed Invoices', 'Due Now', and 'Tariff Enquiry'. The 'Tariff Enquiry' section is active, showing a 'From' section with 'Origin Country*' and 'Origin Zip' dropdowns.

To use the **Tariff Enquiry** screen, begin by entering an origin and destination address for the shipment. Begin typing a *country* and select the desired country from the dropdown. One of the fields, *Zip or Suburb*, will be disabled, depending on whether the country has postcodes.

If City and Suburb are enabled:
Enter values for City and Suburb (values will auto-populate).

The screenshot shows the 'From' and 'To' address sections. The 'From' section has dropdowns for 'Origin Country*', 'Origin Zip', 'Origin City*', and 'Origin Suburb'. The 'To' section has dropdowns for 'Destination Country*', 'Destination Zip Code', 'Destination City*', and 'Destination Suburb'.

If Zip and City are enabled:
Enter values for Zip and City (values will auto-populate).

Enter a *Shipping Date* & *Select an Account Number* (predefined list of accounts shown which customer users are attached to).

The screenshot shows the 'Shipment Details' and 'Account Details' sections. 'Shipment Details' has a 'Shipping Date*' dropdown. 'Account Details' has an 'Account Number' dropdown with a predefined list of accounts.

Select the number of pieces (1 to 10); the form will add the specified number of pieces lines.

The screenshot shows the 'Piece Details' section. It includes a 'Number of Pieces*' dropdown set to '1' with an 'Apply' button. Below is a table with columns for 'NO.', 'WEIGHT (KG)*', 'LENGTH (CM)', and 'WIDTH (CM)'. The first row has '1' in the 'NO.' column, '0.10' in the 'WEIGHT (KG)*' column, and empty fields for 'LENGTH (CM)' and 'WIDTH (CM)'. A text box at the bottom says 'Enter information for each piece in the shipment: weight, length, width & height.'

If the shipment is dutiable:

- Select the Dutiable Material checkbox.
- Enter a declared value.
- Select the currency for declared value (defaults to the currency of the selected origin country.)
- Select either metric or imperial weight and length units using the toggle button next to units.



Finally, *click* on the **Search** button.

Tariff Enquiry will now search the **DCT tool site** and return results based on the criteria specified in the search.

RBNI – Rated but not Invoiced

The **Rated but not Invoiced (RBNI)** functionality provides an overview of dispatched shipments that have been rated but not yet billed. In the event your account has been enabled for Rated but not Invoiced (RBNI), you will be able to view shipments that have been sent, rated but not yet invoiced.

Hi Mabie, welcome to MyBill

Search by account, invoice or waybill

Billing System: WBS+ (DHL Express Japan, DHL JP) | ERP Account: [Dropdown]

Statement of Account | Billing Account: [Dropdown] | Shipment Number: [Input] | Filter

New message for DHL Customers: Hello and welcome to MyBill! This is a new e-billing and payment system designed to help you review and pay your DHL Express bills (DHL AG). 31 Jan 2025 | View Message

Open Transactions (Refresh) | Disputed Invoices | Due Now

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

Rated But Not Invoiced 5601

« First | « Previous | Page 1 of 2 | Total records: 1279 | 20 per page | « First | « Previous | Page 1 of 64 | Next | Last

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	CREATION DATE	VIEW
[Redacted]	[Redacted]	P	9.50 B	27 Sep 2023	PUS	TYO	JPY	16,270.00	0.00	0.00	0.00	76,131.00	13 Dec 2023, 12:15 p.m.	View Image
[Redacted]	[Redacted]	P	3.00 W	26 Apr 2017	DHA	HMX	SAR	112.00	0.00	0.00	0.00	122.92	5 Jun 2017, 5:53 p.m.	View Image

Note: Data found in the Rated but not Invoiced screen is not final until billed and is subject to change.

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

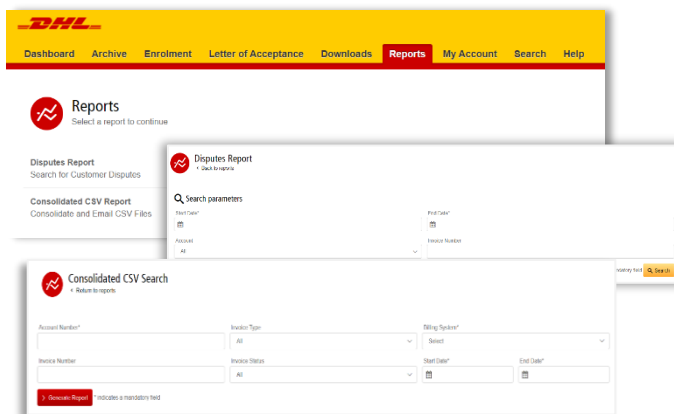
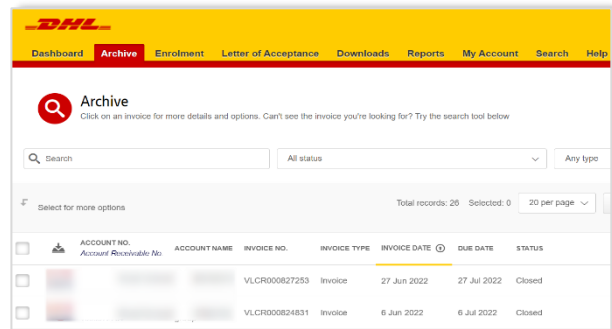
In the Rated but not Invoiced Dashboard, you can easily download the paperwork associated with the shipment by selecting the **View Image** link found on each shipment line. Once selected, it will download a zip file that contains shipment waybill images.

Your download has started. You may wait for it to complete or navigate away from this screen and use the 'Downloads' page to track its progress.

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	CREATION DATE	VIEW
[Redacted]	[Redacted]	P	9.50 B	27 Sep 2023	PUS	TYO	JPY	16,270.00	0.00	0.00	0.00	76,131.00	13 Dec 2023, 12:15 p.m.	View Image
[Redacted]	[Redacted]	P	3.00 W	26 Apr 2017	DHA	HMX	SAR	112.00	0.00	0.00	0.00	122.92	5 Jun 2017, 5:53 p.m.	View Image

Title Bar

The **Archive screen** is an overview of all invoices that have been paid or closed. Once an invoice has been paid or closed, it will automatically be removed from the main Dashboard screen and moved to the Archive screen. No further action is required for these invoices, and they will remain available for your reference/retrieval.

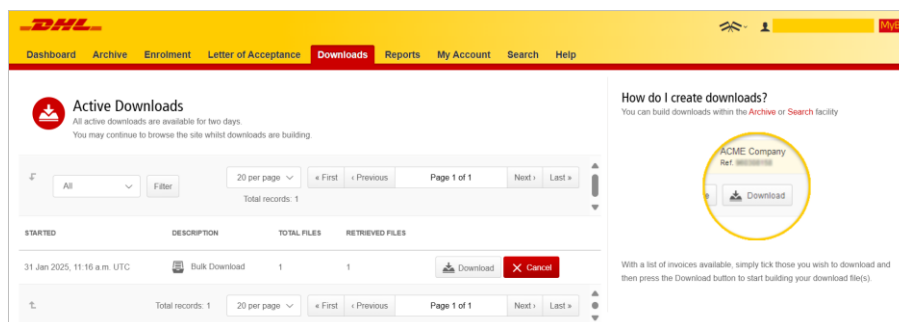


The **Report screen** offers the possibility to download reports. These reports will be available in CSV format.

Select the report you wish to run (Dispute Report & Consolidated CSV Search) enter the Search Parameters and then select the Search button to create. For more information on the dispute report

go to the Logging a Dispute section (click [here](#)).

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



For more details on how to download invoices, go to the [Viewing/Downloading Invoices](#) section.

Letter of Acceptance

The electronic **Letter of Acceptance (eLOA)** allows customers to conveniently log in to their accounts and complete the LOA template online.

Dashboard

Archive

Enrolment

Letter of Acceptance

Downloads

Reports

My Account

Search

Help

Letters of Acceptance

View and submit letters of acceptance for your accounts

Submit new letter of acceptance

You have not submitted any letters of acceptance.

Note: Countries that are not yet deployed on MyBill should continue using the manual LOA template.

Select the **Submit new letter of acceptance** and **fill-up the eLOA form.**

DHL Express

Letter of Acceptance

CONFIRMATION

We herewith confirm that we

Company Name:*

Please select an account from options below (For import shipments please select your International DHL account number)

Agree to approve / pay: (please tick as appropriate)*

☐ All transport charges

☐ All duty and/or Tax charges

☐ Both transport and duty and/or Tax charges

☐ Redirect shipment to a different location*

☐ Return to Origin*

☐ Disposal*

* Note: As per DHL Express Terms and Conditions, any incurred Duty, Taxes, and applicable fees will be re-billed to the Shipper, independently of the agreement on the action to take for the actual physical shipment. If no specific instructions regarding these fees are received in writing within five (5) calendar days from the date the Letter of Authorization (LOA) was sent to the customer, DHL will proceed with rebilling in accordance with DHL Express Terms and Conditions. Any instructions provided must be consistent with DHL Express Terms and Conditions.

Customer name and account: Mandatory to select an account and name from the dropdown list.

Customers are only allowed to select/insert one of the accounts that their email address is associated with.

Mandatory to select one of the options.
Note: Redirect shipment to a different location, Return to Origin & Disposal is set to Shipment Status: Not Invoiced.

And for option Redirect shipment to a different location: A new delivery box to insert the new location/address.

For the following shipment(s)

Waybill number(s)

Waybill number(s): Mandatory to provide. System will not allow if the Waybill number is less or more than ten digits. In case you have more than four waybills select (+ Add waybills).
Maximum of ten waybills per eLOA form.

+ Add waybill(s)

PAYMENT / CONTACT INFORMATION

Please bill all charges to our DHL Express account number:

Account Number*

Account Number is auto populated.

Shipment Status:*

Please select Shipment Status from options below

Original Account Owning Country:*

Please select original account owning country fr...

For the provided service of change of billing, a fee may apply as per billing country published service fee rates.

Contact Name:*

Maria Pascua

Contact E-mail address:*

mabie.pascua1@dhl.com

Contact Phone Number:

Contact Information is auto populated.

Note: Blank details are not inserted in your account. Go to your My Account and ensure to insert the details accordingly.

Shipment status: Mandatory to select one option from the dropdown list.

Not Invoiced: the system will send the eLOA to generic email of Customer Service.

Invoiced but not Paid: the system will send the eLOA to generic email of Query Handling.

Invoiced and paid: the system will send the eLOA to generic email of Query Handling.

SIGNATURE

☐ I acknowledge that I have reviewed and completed all fields correctly and by signing this document I confirm my request and consent to the terms and conditions outlined by DHL Express

Signature is mandatory to tick the box.

Date: 12 Feb 2026

Date will be auto populated by the system.

DHL Express - Excellence. Simply delivered.

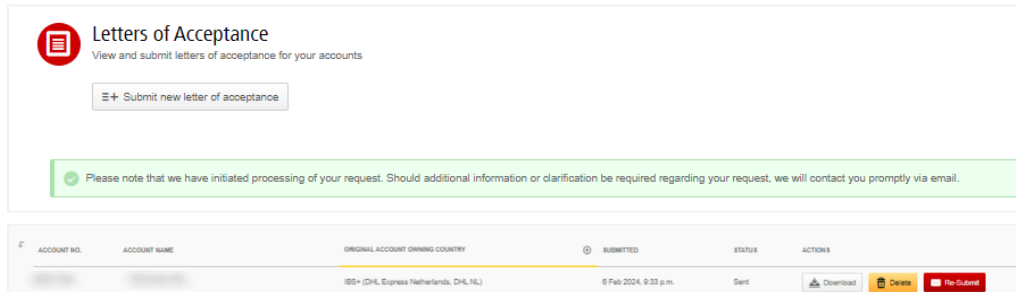
Please be aware that a change of account is only permissible for unpaid invoices and must be submitted within two months after the shipment date. You will remain liable for any additional freight charges, as well as those related to return, redirection, or shipment disposal. In the event Customs amendment is required (Post Clearance Modification), an additional fee may be applicable and due for payment.

Reset Form

Submit

Once eLOA form is filled-in you may **select** Submit.

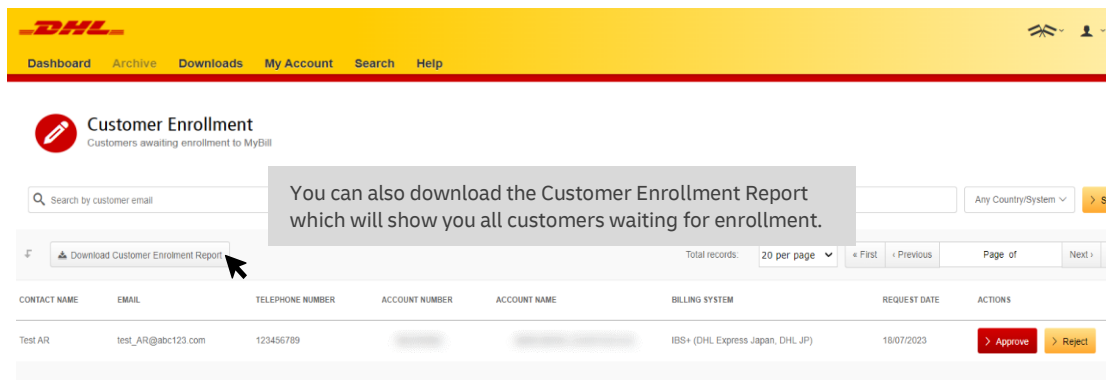
The customer receives a message that the LOA was submitted successfully. While the System converts the information from the eLOA form on MyBill, in a PDF template and attaches it to automatically generated email which is sent either to Query Handling or Customer Service generic email, customers will also be able to download the PDF by selecting Download.



ACCOUNT NO.	ACCOUNT NAME	ORIGINAL ACCOUNT OWNING COUNTRY	SUBMITTED	STATUS	ACTIONS
		IBS+ (DHL Express Netherlands, DHL, NL)	6 Feb 2024, 9:33 p.m.	Sent	Download Delete Re-submit

Enrollment

The **Enrollment** screen gives you an overview of Customers awaiting enrollment to MyBill. It will be added to the queue of the AR (*Accounts Receivable*) Manager for approval.



CONTACT NAME	EMAIL	TELEPHONE NUMBER	ACCOUNT NUMBER	ACCOUNT NAME	BILLING SYSTEM	REQUEST DATE	ACTIONS
Test AR	test_AR@abc123.com	123456789			IBS+ (DHL Express Japan, DHL, JP)	18/07/2023	Approve Reject

An AR (*Accounts Receivable*) Manager is linked to each Network (commercial) account that is part of the AR Group.

The AR (*Accounts Receivable*) Manager can:

- ✓ View all invoices and transactions in the AR Group.
- ✓ Dispute and AutoPay invoices.
- ✓ Manage users on all Network accounts part of the AR Group.
- ✓ Grant permissions to other users.

My Account

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
Please remember to keep your details up to date.

Email address
maibie.pascua@dhl.com

First Name
Maibie

Last Name
Pascua

Position

Telephone Number

Home Group
DHL ES

Language Preference
English - UK

Timezone
Europe/Zurich

☐ Save

Change Password
Your password must meet the password policy.
Changing Password directly via Myfit, will not change your current DHL.com password for online shipping.

Your current password*

Enter a new password*

Confirm new password*

* indicates a mandatory field

Payment Settings
You can manage the payment options for your account.
To enable autopay for your account, please select the account number in the list below.

Should you wish to change your user details such as your *email address, phone number or language preference* this can be done from the **My Account** screen. Alter the details that require adjusting and select the Save button.

You can manage the **payment options** for your account. For more details, please click [here](#).

You can **change your password** in the My Account screen. Once in the screen you will see the **Change Password** section. You will need to confirm your current password as well as enter your new password twice to successfully create a new password.

You can also choose the CSV Decimal Separator.

My System Settings
CSV Decimal Separator Override
Entity Default

Open Invoice Summary

TOTAL BALANCE		TOTAL OVER DUE	
RCN 2.779,29	RCN 0.00		
€ 2.779,29	€ 2.779,29		
CURRENT	30 DAYS	60 DAYS	90 DAYS
RCN 0.00	RCN 0.00	RCN 0.00	RCN 2.779,29
€ 0.00	€ 0.00	€ 0.00	€ 2.779,29

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 rechnung.at@dhl.com

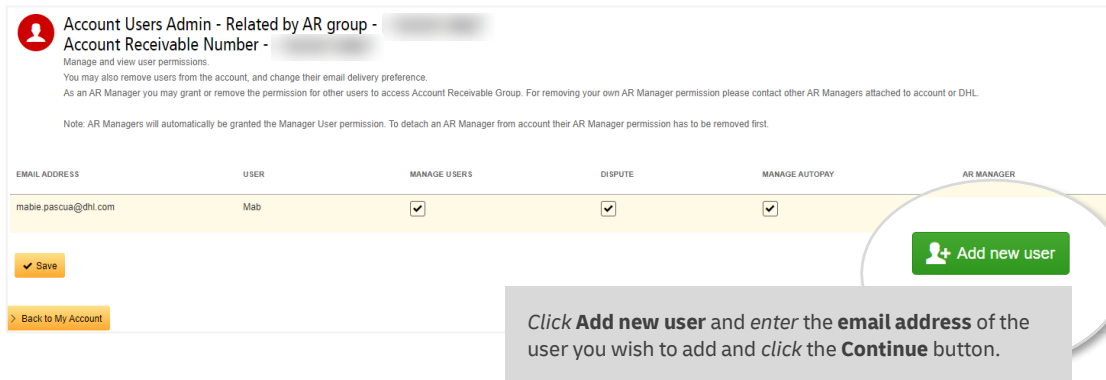
Select for more options

ACCOUNT NUMBER	AR ACCOUNT	COMPANY NAME	MANAGE
			Manage
			Me

The **My Accounts** 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, and Dispute.

How to Add & Remove User

If you have the managing rights for the account when you select **Manage** you will be taken to below screen:



Account Users Admin - Related by AR group - [Redacted]
Account Receivable Number - [Redacted]
Manage and view user permissions.
You may also remove users from the account, and change their email delivery preference.
As an AR Manager you may grant or remove the permission for other users to access Account Receivable Group. For removing your own AR Manager permission please contact other AR Managers attached to account or DHL.
Note: AR Managers will automatically be granted the Manager User permission. To detach an AR Manager from account their AR Manager permission has to be removed first.

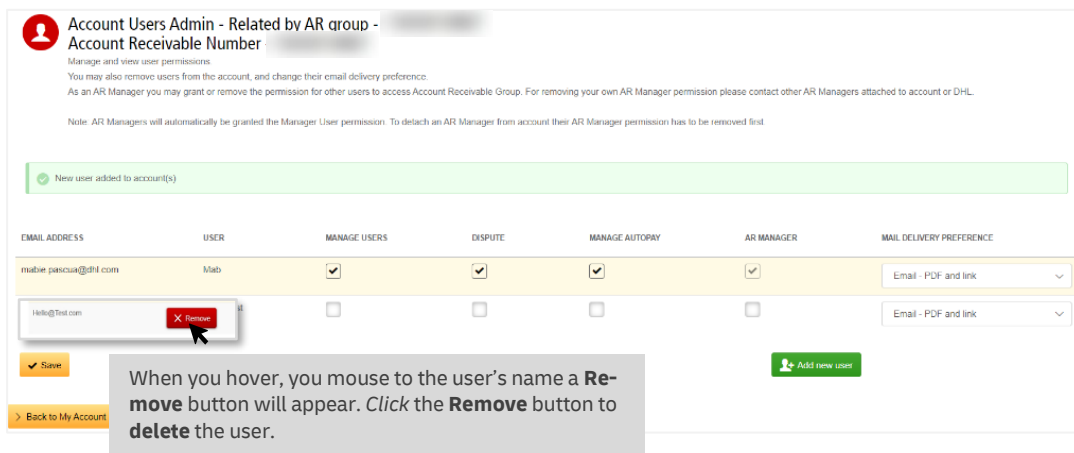
EMAIL ADDRESS	USER	MANAGE USERS	DISPUTE	MANAGE AUTOPAY	AR MANAGER
mabie.pascua@dhl.com	Mab	☒	☒	☒	

[Save](#) [Add new user](#) [Back to My Account](#)

Click **Add new user** and enter the **email address** of the user you wish to add and click the **Continue** button.

You will then be prompted to enter details for the user: Name, Telephone number, Position, and the Language preference. When you have entered these details click the **Save** button.

You will be redirected back to the **Account Users Admin** screen where you will be advised whether your request has been successful.



Account Users Admin - Related by AR group - [Redacted]
Account Receivable Number - [Redacted]
Manage and view user permissions.
You may also remove users from the account, and change their email delivery preference.
As an AR Manager you may grant or remove the permission for other users to access Account Receivable Group. For removing your own AR Manager permission please contact other AR Managers attached to account or DHL.
Note: AR Managers will automatically be granted the Manager User permission. To detach an AR Manager from account their AR Manager permission has to be removed first.

New user added to account(s)

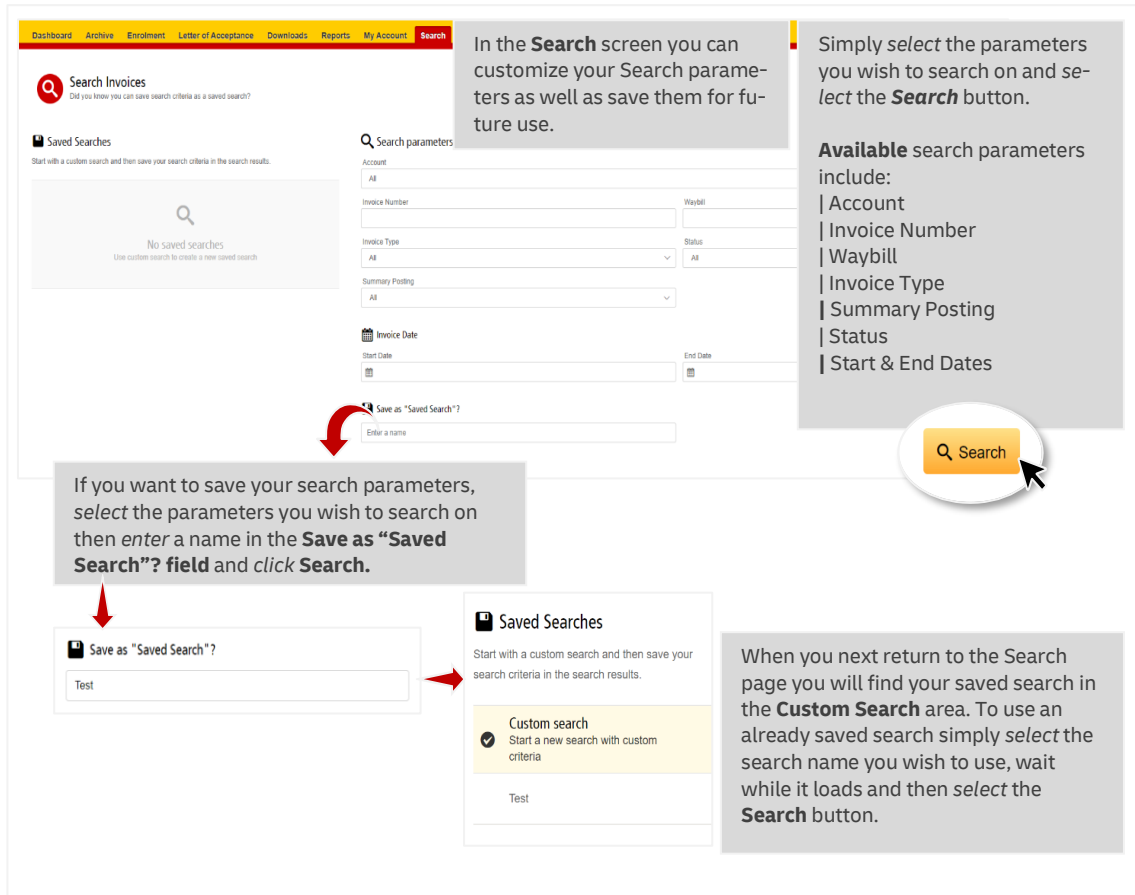
EMAIL ADDRESS	USER	MANAGE USERS	DISPUTE	MANAGE AUTOPAY	AR MANAGER	MAIL DELIVERY PREFERENCE
mabie.pascua@dhl.com	Mab	☒	☒	☒	☒	Email - PDF and link
Hello@Test.com		☐	☐	☐	☐	Email - PDF and link

[Save](#) [Add new user](#) [Back to My Account](#)

When you hover, you mouse to the user's name a **Remove** button will appear. Click the **Remove** button to delete the user.

Search

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



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

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

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

Available search parameters include:

- | Account
- | Invoice Number
- | Waybill
- | Invoice Type
- | Summary Posting
- | Status
- | Start & End Dates

If you want to save your search parameters, select the parameters you wish to search on then enter a name in the **Save as "Saved Search"?** field and click **Search**.

Save as "Saved Search"?
Test

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

Test

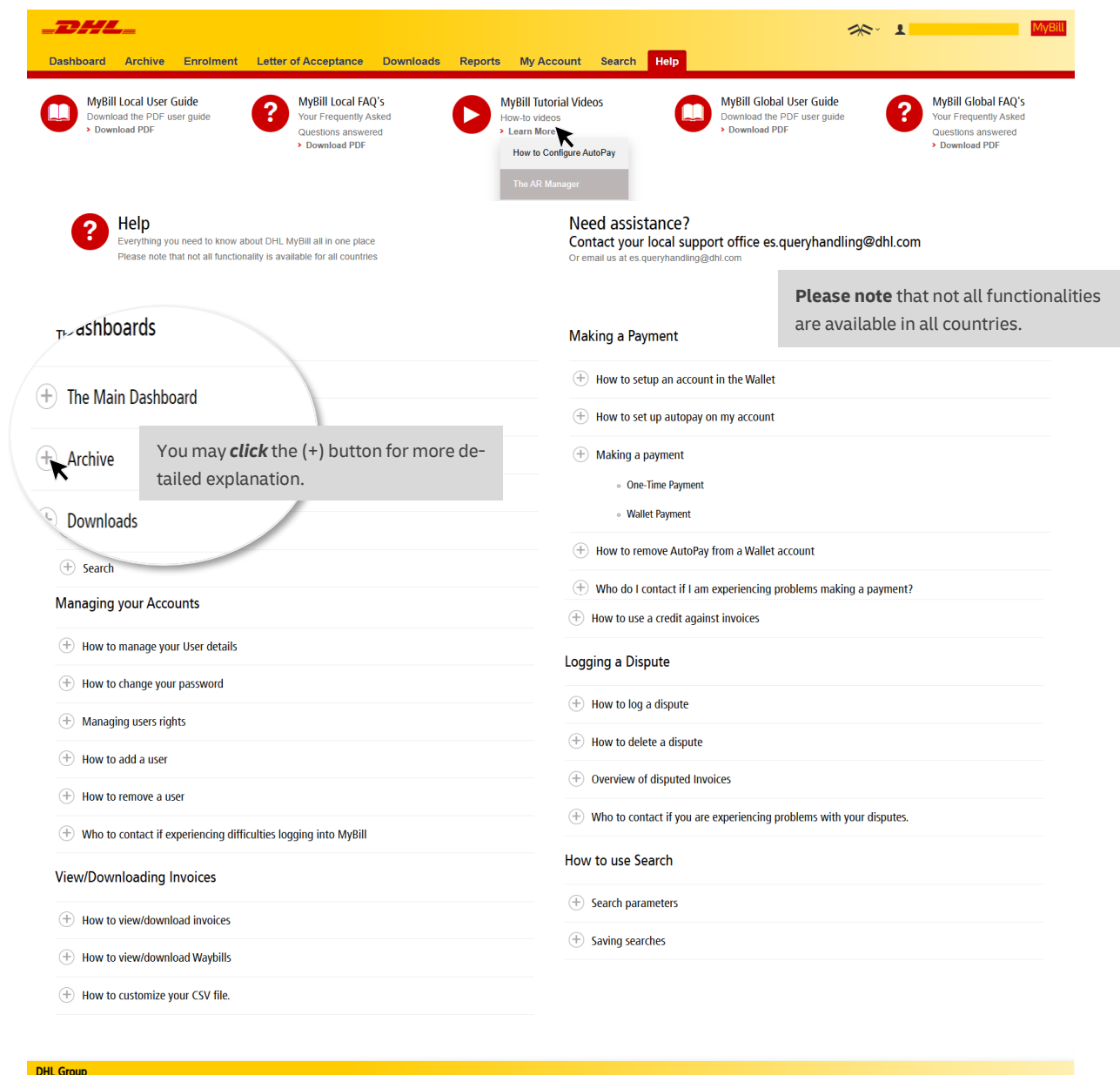
When you next return to the Search page you will find your saved search in the **Custom Search** area. To use an already saved search simply select the search name you wish to use, wait while it loads and then select the **Search** button.

Help

The **Help** menu gives you an overview of everything you need to know about MyBill all in one place.

You can also download the MyBill User Guides and FAQs in English or in your local language. The user guides provide detailed instructions and explanations on how to use MyBill.

Additionally, several tutorial videos have been uploaded and are available for you to watch. These videos cover topics such as how to make a payment, how to set up Autopay, and the role of an AR manager.



DHL

Dashboard Archive Enrolment Letter of Acceptance Downloads Reports My Account Search **Help**

MyBill Local User Guide
Download the PDF user guide
Download PDF

MyBill Local FAQ's
Your Frequently Asked Questions answered
Download PDF

MyBill Tutorial Videos
How-to videos
Learn More
How to Configure AutoPay
The AR Manager

MyBill Global User Guide
Download the PDF user guide
Download PDF

MyBill Global FAQ's
Your Frequently Asked Questions answered
Download PDF

Help
Everything you need to know about DHL MyBill all in one place
Please note that not all functionality is available for all countries

Need assistance?
Contact your local support office es.queryhandling@dhl.com
Or email us at es.queryhandling@dhl.com

Please note that not all functionalities are available in all countries.

Dashboards

- The Main Dashboard
- Archive
- Downloads
- Search

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
- How to set up autopay on my account
- Making a payment
 - One-Time Payment
 - Wallet Payment
- How to remove AutoPay from a Wallet account
- Who do I contact if I am experiencing problems making a payment?
- How to use a credit against invoices

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

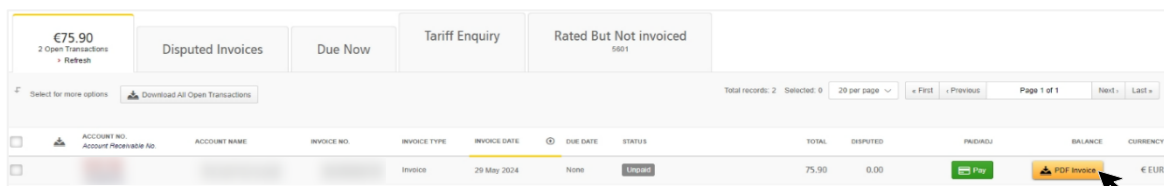
DHL Group

Viewing and Downloading Invoices

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

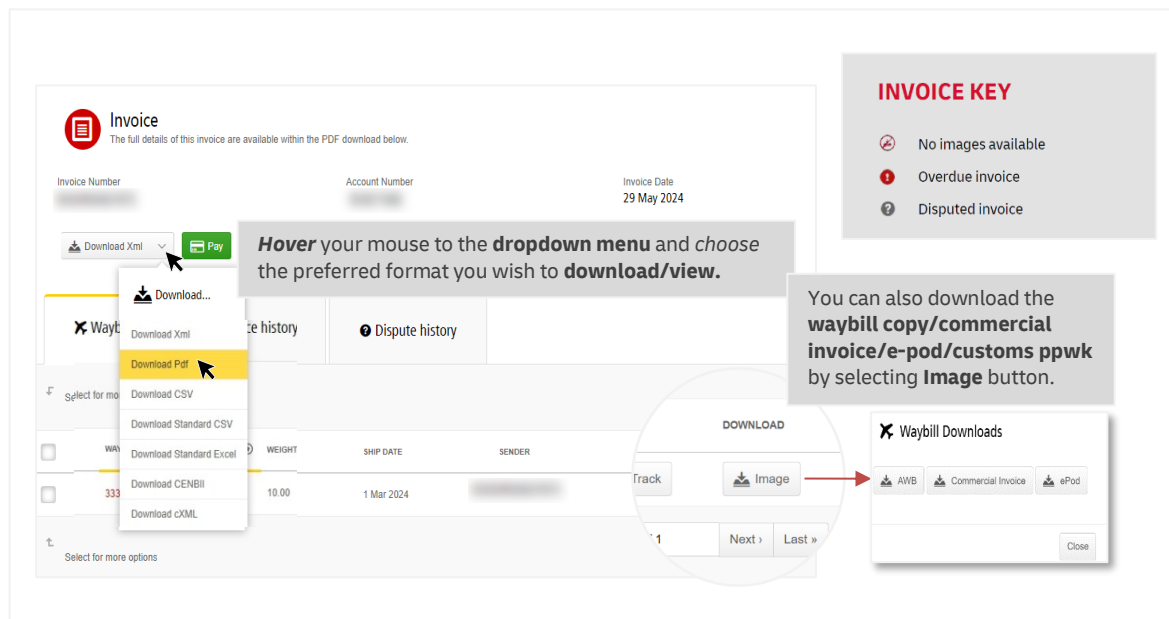
How to view/download a Single Invoice

To download your **single invoice**, simply *hover* your mouse over the **invoice line** and select **PDF invoice**.



ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAYABLE	BALANCE	CURRENCY
Account Receivable Ap			Invoice	29 May 2024	None	Unpaid	75.90	0.00			€ EUR

Or if you would like to download the invoice in a **different format** then simply click on the invoice number, and it will redirect you to the **Invoice screen** shown below.



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

Invoice Number: [redacted] Account Number: [redacted] Invoice Date: 29 May 2024

Download Xml [icon] [Pay]

Hover your mouse to the **dropdown menu** and **choose** the preferred format you wish to **download/view**.

Download...
Download Xml
Download Pdf
Download CSV
Download Standard CSV
Download Standard Excel
Download CENBil
Download CENBil
Download CXML

INVOICE KEY

- No images available
- Overdue invoice
- Disputed invoice

You can also download the **waybill copy/commercial invoice/e-pod/customs ppwk** by selecting **Image** button.

Waybill Downloads

AWB Commercial Invoice ePod

How to view/download Multiple Invoices

To download multiple invoices simultaneously, click on the checkboxes next to the invoices you wish to download and select the Download button that will then appear.

Hi Mabie,

Once you select **Download**, you will be taken to **Download screen** where you will be given options to download your invoices in different formats (CSV, XML) and other ppwks associated.

Once selection is done, simply click the **Download** button.

Note: If you choose the **Standard CSV** format a **Customize format** button will appear. For further details on how to customize your CSV format go to **How to customize your CSV file** (click [here](#)).

You also have the option to **Concatenate** your invoices so you will have one file containing all selected invoices.

Download Selection

Go back a page

Download Preferences

Please select your download preferences below

Please note: Summary Posting Information, Indicated by

No backup document can be retrieved in MyBill for th

Select DHL Express Downloads

☒ PDF Invoice

☐ Standard CSV

☐ XML

☐ cXML

☒ Waybill / Commercial Inv

☐ Export Justification (NBR

☐ Transaction Report

Zip file Summary

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

4 files in total

PDF Invoice
140.54 KB (0.14MB) approx.

WayBill
114.55 KB (0.11MB) approx.

Total Download Size
255.09 KB (0.25MB) approx.

Cancel Download

Concatenated Customise Format

Once your invoices have been downloaded, you will be sent to the **Active Downloads** screen. Recent downloads are stored for a limited period so you may find some of your previous downloads still available. Use the date and the time of download to help identify which is your latest download. Select the **Download Zip file** option to view the invoices.

Active Downloads

All active downloads are available for two days.

You may continue to browse the site whilst downloads are building.

How do I create downloads?

You can build downloads within the **Archive** or **Search** facility

ACME Company
Ref: 123456789

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).

STARTED	DESCRIPTION	TOTAL FILES	RETRIEVED FILES
12 Jul 2024, 10:14 a.m. UTC	Bulk Download	4	4
11 Jul 2024, 4:05 p.m. UTC	RBNI Image - 9813571456	1	1
11 Jul 2024, 4:03 p.m. UTC	RBNI Image - 1428832532	1	1

Total records: 3

20 per page

Page 1 of 1

How to customize your CSV file

Select the invoice(s) you wish to download and select the **Download** button.

Once you select **Download**, you will be taken to **Download screen** appears.

if you only require specific fields, there is the flexibility to customize the file and thus reducing the extract to your specification and displayed in a set order.

To customize the set order, **select** the column header from **Selected Columns** fields and **drag across** to the "Available columns" field. You can place the columns in the order which best suits your needs.

You may also have export options such as *Sort order*, *Concatenated* & *Use for email attachments*.

In addition, there is the option to **concatenate** (consolidate) the files making it easier to import into your accounting system. Simply **tick** the Concatenated box.

You can also adjust the column order by selecting one of the **Sort Order** options in the Sort Order *dropdown* menu.

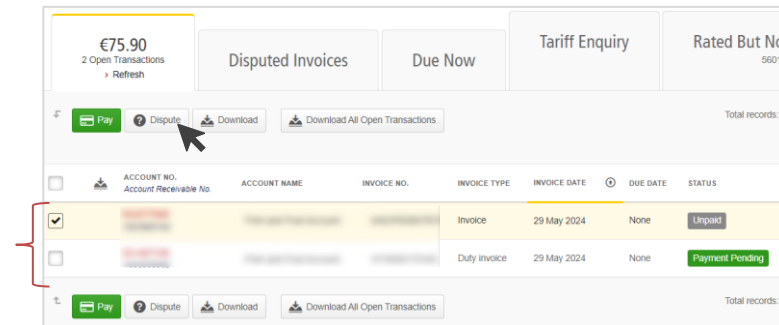
Once you have selected all the columns you wish to include in your customized invoice, you have the option to **save your search parameters** so that these can be used again in the future.

Once all criteria have been completed, click the **Done, apply settings** buttons and it will redirect you to the Download Selection screen where you can download your file.

Logging a Dispute

How to log a dispute

MyBill offers the possibility to log a dispute to an open invoice online.

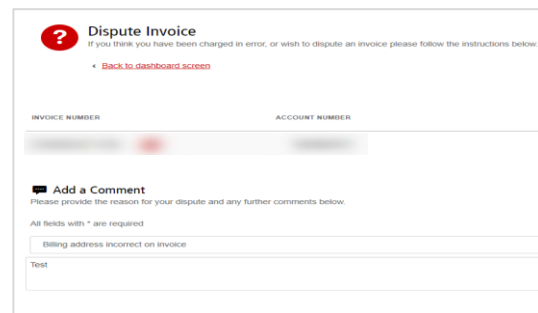


If you should need to log a dispute on an invoice simply select the invoice(s) that require disputing by clicking on the checkbox left of the invoice.

Once you have selected the invoice you wish to dispute three options will appear; Pay, Dispute, Download – select the **Dispute** button.

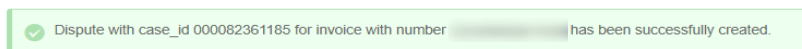
You will be redirected to the **Dispute Invoice** screen where you can enter the details of your dispute by selecting a dispute reason from the **dropdown menu**.

Entering a description of the dispute in the comment field and clicking the **Submit Dispute** button.



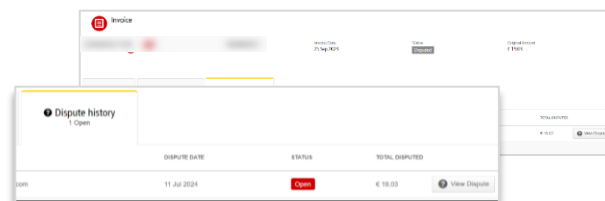
Note: Only one dispute can be logged per invoice. And once you submit a dispute, it cannot be cancelled within MyBill. In the event a dispute needs to be modified or cancelled, simply update the open dispute with information for our DHL Billing Agent to make the necessary changes.

You will be notified that you have submitted a dispute successfully.



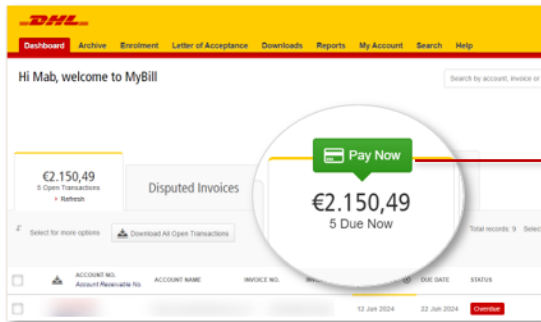
How to update a dispute

Go to the **Disputed Invoices** dashboard and select the invoice you wish to update. Select the **Dispute History** tab and then the **View Dispute** button.

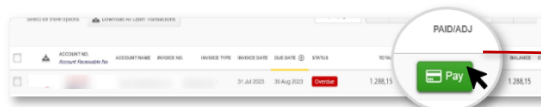


Making a payment

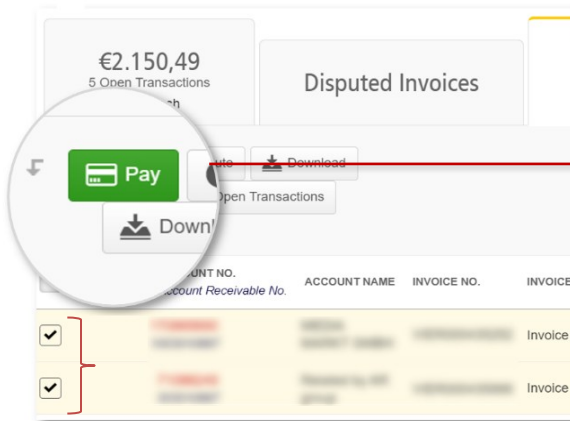
MyBill allows you to make quick and secure payments online:



Invoices can be paid by clicking on **Pay Now** on your Dashboard “Due Now”.



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



Or **select** the invoices you wish to pay and then click **Pay**.

All the options above will take you to the following screen where you are required to confirm the invoices and the total amount due in this transaction. Once you have reviewed the details, select **Confirm**.

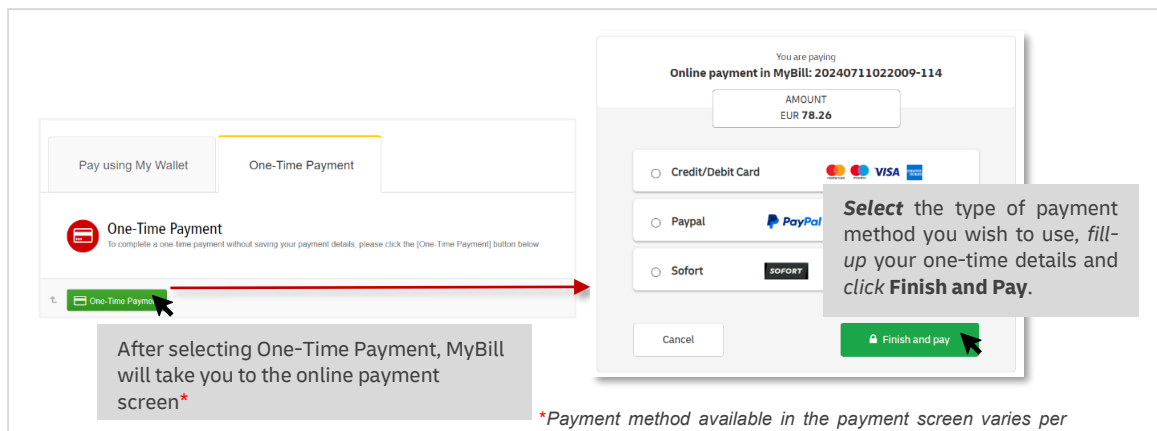
ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	OUTSTANDING AMOUNT	PAID/ADJ	PAYMENT AMOUNT
			Duty invoice	30 Jan 2025	None	Unpaid	€ 410.41	€ 0.00	€ 410.41
			Duty invoice	30 Jan 2025	None	Unpaid	€ 10,694.65	€ 0.00	€ 10,694.65
Total to pay								€	11,105.06

Buttons:

Following that, you will have two ways to pay: *Pay using My Wallet or One-Time Payment.*

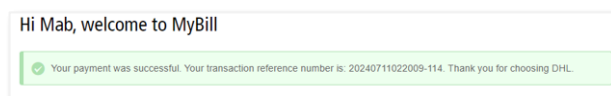
One-Time Payment

Select One-Time Payment.

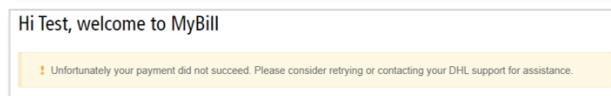


Following payment, you will be returned to the Main Dashboard and see the below message:

Successful Payment Message:



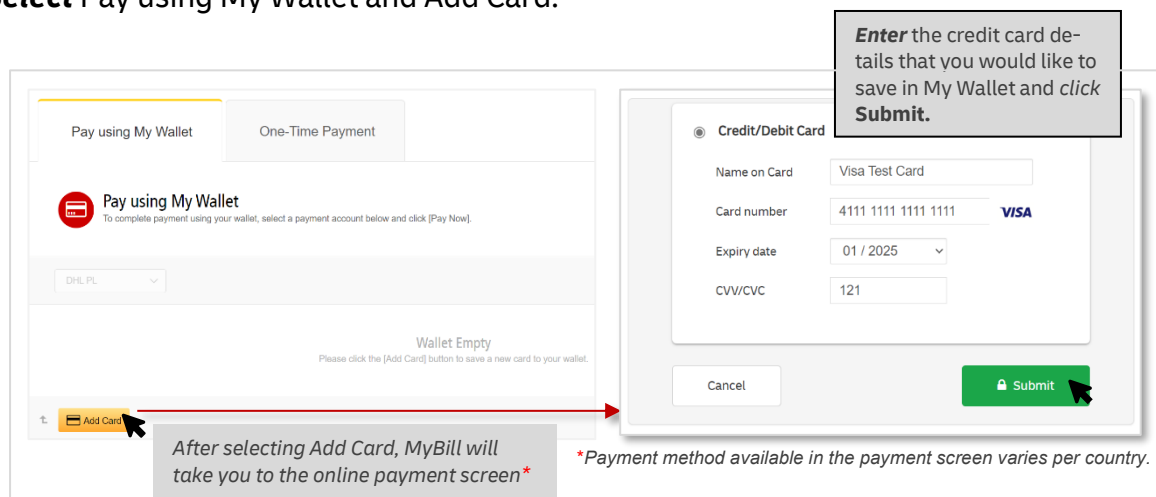
Failed Payment Message:



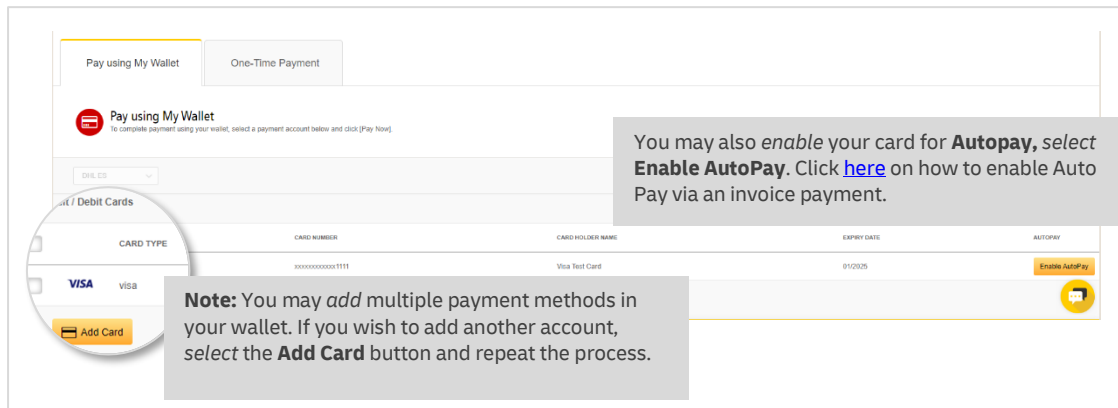
Note: You may find your DHL support assistance in the **Help** tab section.

Pay using My Wallet

Select Pay using My Wallet and Add Card.



Once submitted, the card will be added in My Wallet. And you may now begin to make payments using your wallet.



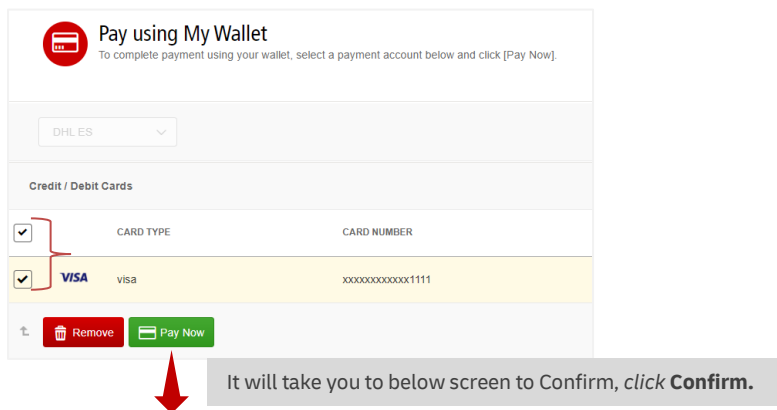
Pay using My Wallet

One-Time Payment

You may also *enable* your card for **Autopay**, select **Enable AutoPay**. Click [here](#) on how to enable Auto Pay via an invoice payment.

Note: You may *add* multiple payment methods in your wallet. If you wish to add another account, select the **Add Card** button and repeat the process.

Select the card you wish to use for your payment and **click** Pay Now.



Pay using My Wallet

To complete payment using your wallet, select a payment account below and click [Pay Now].

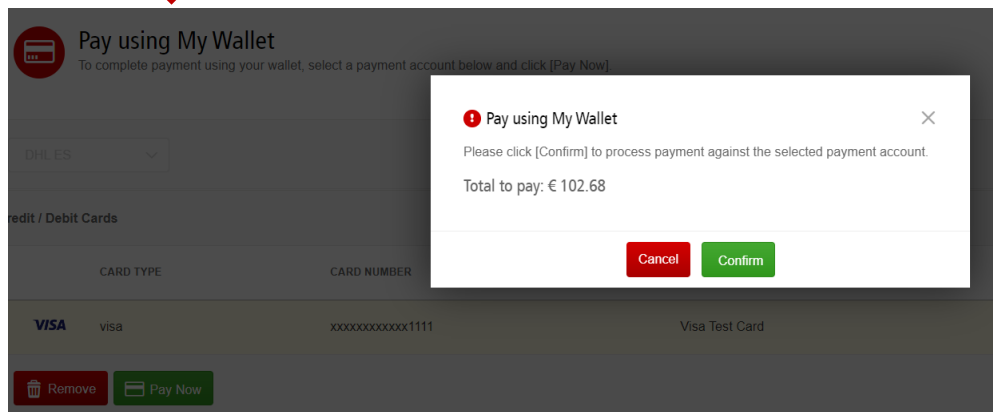
DHLES

Credit / Debit Cards

	CARD TYPE	CARD NUMBER
☒	VISA	xxxxxx1111

Remove **Pay Now**

It will take you to below screen to Confirm, **click Confirm**.



Pay using My Wallet

To complete payment using your wallet, select a payment account below and click [Pay Now].

DHLES

Credit / Debit Cards

	CARD TYPE	CARD NUMBER
☒	VISA	xxxxxx1111

Remove **Pay Now**

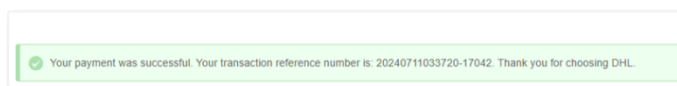
Pay using My Wallet

Please click [Confirm] to process payment against the selected payment account.

Total to pay: € 102.68

Cancel **Confirm**

Once confirmed, you will be redirected to below screen, and you will see the following message:



Your payment was successful. Your transaction reference number is: 20240711033720-17042. Thank you for choosing DHL.

Click **Return to Dashboard** to go back to **Main Dashboard**.

Setup My Wallet under My Account

Go to your **My Account** screen and select the **Go to my wallet** button in the **Payment Settings** section.

The screenshot shows the DHL My Account page. The top navigation bar includes links for Dashboard, Archive, Enrolment, Letter of Acceptance, Downloads, Reports, My Account, Search, and Help. The main content area is divided into three sections: My User Details, Change Password, and Payment Settings. The Payment Settings section contains the text: "You can manage the payment options for your account. To enable autopay for your account, please select the account number in the list below." Below this text is a yellow button labeled "Go to my wallet".

Select the **Add Card** button.

The screenshot shows the DHL My Wallet page. The top section includes the DHL logo, the text "My Wallet", and a link "Back to My Account". Below this is a dropdown menu for "DHL BE" and a "CARD TYPE" section. A yellow button labeled "Add Card" is visible. A red arrow points from the "Add Card" button to the "Credit/Debit Card" form. The form contains fields for Name on Card (Visa Test Card), Card number (4111 1111 1111 1111), Expiry date (01 / 2025), and CVV/CVC (121). A green "Submit" button is at the bottom right. A text box overlay says: "After selecting Add Card, MyBill will take you to the online payment screen*". Another text box overlay says: "Enter the credit card details that you would like to save in My Wallet and click Submit." A footnote at the bottom states: "*Payment method available in the payment screen varies per country."

Once your payment account has been successfully created, you will be taken back to your **My Wallet** screen, and you will be able to see your added card.

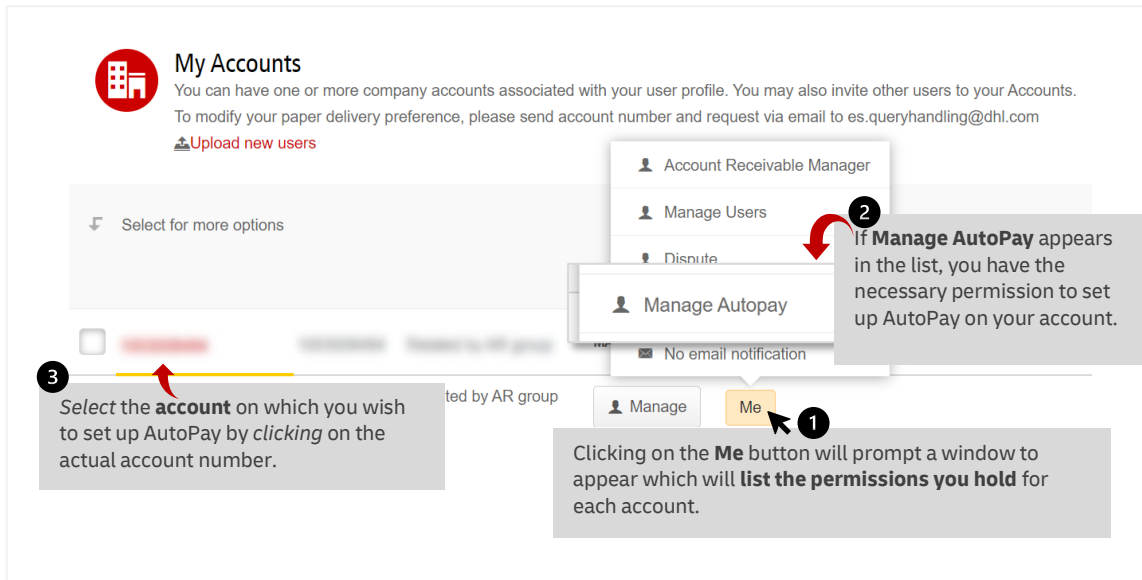
The screenshot shows the DHL My Wallet page after a card has been added. The top section includes the DHL logo, the text "My Wallet", and a link "Back to My Account". Below this is a dropdown menu for "DHL ES" and a "Credit / Debit Cards" section. The section contains a table with the following data:

CARD TYPE	CARD NUMBER	CARD HOLDER NAME	EXPIRY DATE
VISA visa	xxxxxxxxxxxx1111	Visa Test Card	01/2025

A yellow "Add Card" button is visible at the bottom left. A text box overlay says: "If you wish to add another account, select the **Add Card** button, and repeat the process."

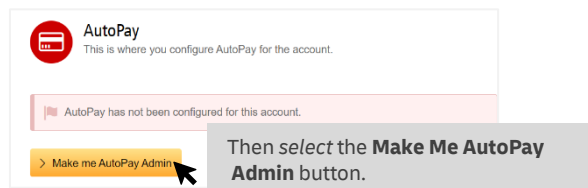
How to Set up Autopay on Your account

To set up AutoPay, you must have **AutoPay permission** rights on the account. To find out whether you have these rights, go to the **My Account** screen and scroll down to the **My Accounts** overview.



The screenshot shows the 'My Accounts' section of a web interface. At the top, there's a red circular icon with a building and the text 'My Accounts'. Below it, a paragraph explains that users can have one or more company accounts and provides an email for queries. A link 'Upload new users' is visible. A dropdown menu is open, showing options: 'Account Receivable Manager', 'Manage Users', 'Dispute', 'Manage Autopay', and 'No email notification'. A red arrow points to 'Manage Autopay' with a circled '2'. A text box explains that if 'Manage AutoPay' appears, the user has the necessary permission. Another red arrow points to the 'Me' button in the bottom right corner with a circled '1'. A text box explains that clicking 'Me' prompts a window to list permissions. A third red arrow points to a list of accounts with a circled '3'. A text box explains that the user should select the account by clicking on the actual account number.

Once you have selected the account you wish to enable AutoPay. You will be taken to **Account Permission Admin** screen, scroll down until you see the **AutoPay** configuration.



The screenshot shows the 'AutoPay' configuration screen. At the top, there's a red circular icon with a building and the text 'AutoPay'. Below it, a paragraph explains that this is where to configure AutoPay. A red banner message states 'AutoPay has not been configured for this account.' Below the banner, there's a yellow button labeled 'Make me AutoPay Admin'. A red arrow points to this button with a circled '1'. A text box explains that the user should select the 'Make Me AutoPay Admin' button.

You will then be redirected to the Wallet screen.



AutoPay Setup

Select the payment details you wish to use for AutoPay against the account highlighted below.

[Go Back](#)

AutoPay has not been configured for this account.

DHL ES

ACCOUNT NUMBER	AR ACCOUNT	COMPANY NAME	AUTOPAY ACCOUNT
			Select... Select... visa xxxxxxxxxxxx1111 (Expires: 01/2025) Confirm

Select your **AutoPay** account and click **Confirm**.



AutoPay

This is where you configure AutoPay for the account.



You have configured AutoPay for this account and are currently the AutoPay Administrator.

[Configure AutoPay](#)



Confirm AutoPay

By clicking [Confirm], you authorise DHL to automatically bill outstanding amounts to the selected payment account.

Cancel

Confirm

Note: The registration of AutoPay is on billing account level so you **must set up AutoPay for each billing account separately** to ensure all your accounts are billed through this function. The customer can configure multiple payment methods and then link each billing account to the payment method.

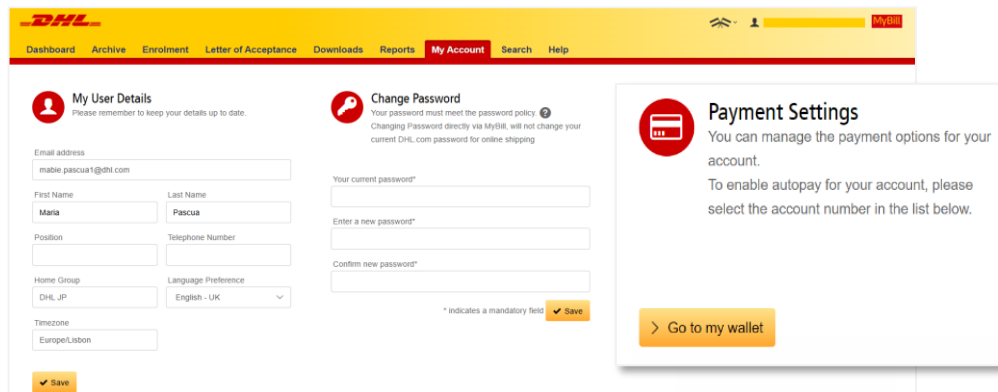
Your account is now Enabled for AutoPay payment.

Version 9.23 | July 2026

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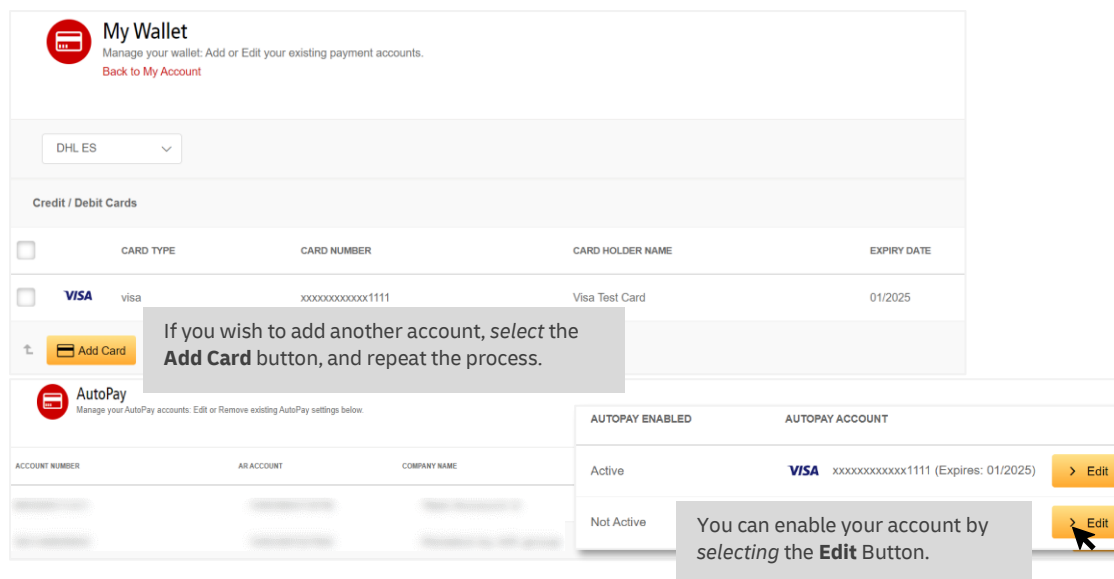
How to Set up Autopay for Multiple Accounts

In case there are multiple invoices which are intended to be paid, and customer have more than one account number, then all accounts in scope can be enabled for AutoPay (one by one).



The screenshot shows the DHL My Account page. The top navigation bar includes links for Dashboard, Archive, Enrolment, Letter of Acceptance, Downloads, Reports, My Account (active), Search, and Help. The main content area is divided into three sections: My User Details, Change Password, and Payment Settings. The My User Details section includes fields for Email address, First Name, Last Name, Position, Home Group, Language Preference, Timezone, and a Save button. The Change Password section includes fields for Current password, Enter a new password, and Confirm new password, with a Save button. The Payment Settings section includes a Go to my wallet button.

Following screen will show the **list of payment methods** and list of accounts **Active** or **Not Active** for AutoPay payment. Customer can configure multiple payment methods by selecting **Add Card**. And *enable each account* which is **Not Active** for Autopay by selecting **Edit**.



The screenshot shows the DHL My Wallet and AutoPay pages. The My Wallet section includes a dropdown menu for DHL ES, a table for Credit / Debit Cards, and an Add Card button. The AutoPay section includes a table for AutoPay accounts and an Edit button. A tooltip indicates that if you wish to add another account, you should select the Add Card button and repeat the process. Another tooltip indicates that you can enable your account by selecting the Edit button.

CARD TYPE	CARD NUMBER	CARD HOLDER NAME	EXPIRY DATE
VISA	xxxxxx000000xx1111	Visa Test Card	01/2025

ACCOUNT NUMBER	AR ACCOUNT	COMPANY NAME	AUTOPAY ENABLED	AUTOPAY ACCOUNT	
			Active	VISA xxxxxxxx0000xx1111 (Expires: 01/2025)	> Edit
			Not Active		> Edit

Once **Edit** is selected you will be redirected to below screen to select the type of payment method you wish to use for Autopay. Once payment method is selected you may continue and *click Confirm*.

Dashboard Archive Enrollment Letter of Acceptance Downloads Reports **My Account** Search Help

AutoPay Setup

Select the payment details you wish to use for AutoPay against the account highlighted below.
[Go Back](#)

AutoPay has not been configured for this account.

DHL ES

ACCOUNT NUMBER	AR ACCOUNT	COMPANY NAME

Select your **AutoPay** account and click **Confirm**.

AutoPay

This is where you configure AutoPay for the account.

You have configured AutoPay for this account and are currently the AutoPay Administrator.

[Configure AutoPay](#)

Confirm AutoPay

By clicking [Confirm], you authorise DHL to automatically bill outstanding amounts to the selected payment account.

[Cancel](#) [Confirm](#)

1

2

3

Once confirmed, the enabled account will change to Active status.

AutoPay

Manage your AutoPay accounts: Edit or Remove existing AutoPay settings below.

ACCOUNT NUMBER	AR ACCOUNT	COMPANY NAME	AUTOPAY ENABLED	AUTOPAY ACCOUNT	
			Active	VISA xxxxxxxxxxxxxxx1111 (Expires: 01/2025)	Edit

You may repeat the same process to enable Autopay for other accounts.

To **disable** Autopay, you may re-select the **Edit** button, and you will be taken to below screen.

AutoPay Setup

Select the payment details you wish to use for AutoPay against the account highlighted below.
[Go Back](#)

You have configured AutoPay for this account and are currently the AutoPay Administrator.

DHL ES

ACCOUNT NUMBER	AR ACCOUNT	COMPANY NAME

1

[Disable AutoPay](#) Select **Disable AutoPay**.

Disable AutoPay

By clicking [Confirm], DHL will no longer automatically collect outstanding amounts from the configured payment account.

[Cancel](#) [Confirm](#)

2

Once confirmed, the disabled account will change to **Not Active** status.

MyBill Password Auto-Expiry

To **comply** with security policies and **enhance** the security of MyBill, an auto-expiration feature for passwords has been introduced.

The **default** password expiration period is set to **90 days**.

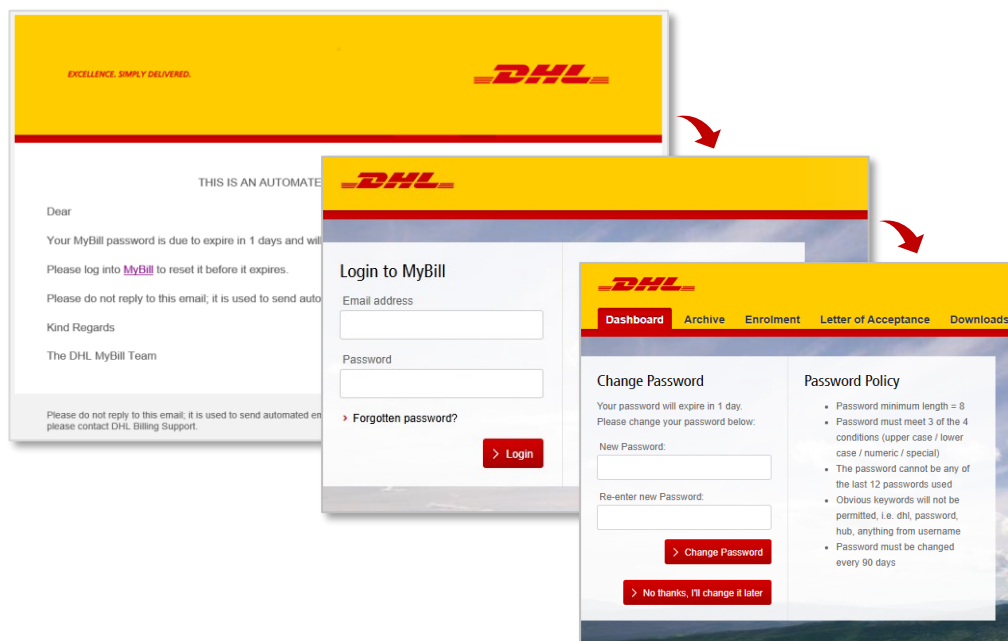
10 days before the expiration date, the customer or user will receive the following:

- ✓ **Email Notification:** This email will be sent **only once** to remind the customer of the upcoming expiration and include a link to reset the password. **Only one** email will be sent, regardless of how many accounts the customer is linked to.
- ✓ **Expiry Warning Message on Screen:** The message will show how many days are left until expiration; it will serve as a countdown starting from 10 days, with the number decreasing by one each day.

Email Notification

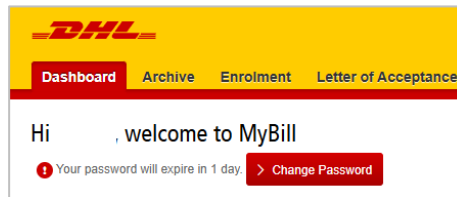
This email serves as a reminder to the customer or user about the upcoming expiration. A link is included to direct the user or customer to MyBill (*Internal or Customer Portal*), where they can log in using their existing credentials. Once logged in, they will be redirected to the Change Password page.

If the customer cannot recall their current password, they should select 'Forgotten Password' and request a password reset.



- ✓ **Change Password** – If you select 'Change Password' you will need to enter or create a new password. After you change your password, you will be redirected to the MyBill login page, where you will need to enter your email address and the new password.

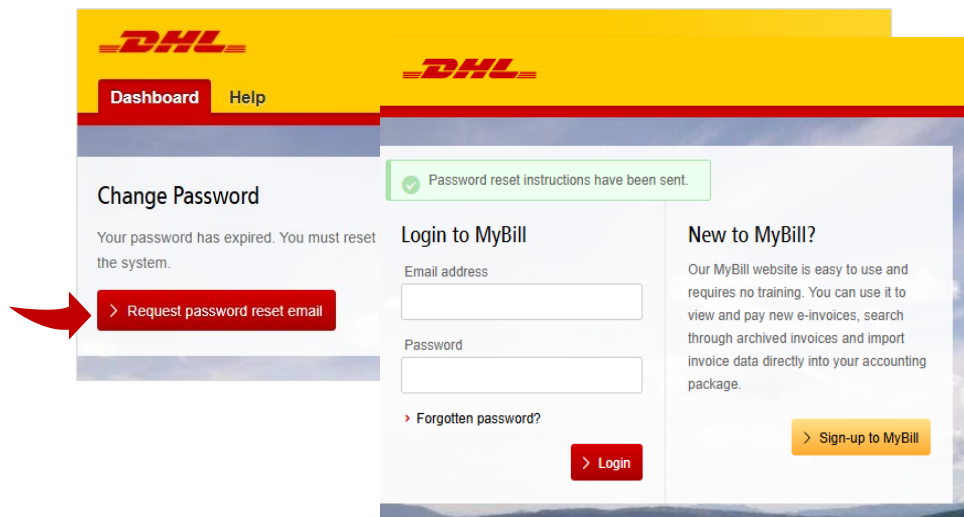
- ✓ **No thanks, I'll change it later** – You will be taken to your account, where an **Expiry Warning Message** will be displayed on the screen. This message will indicate the number of days remaining until the password expires.



Missed to reset your password:

If the customer/user **does not reset their password** within the **10-day period**, they will be notified that their password has expired the next time they attempt to log in, and they will be **required to initiate** a reset before they can access their account.

If the user fails to change their password, they will be unable to login. However, they will continue to receive invoices and other notifications as they are still linked to the accounts in MyBill.



Once 'Request Password Reset Email' is selected, you will receive an email notification containing the steps on how to reset your password.

MyBill Medallia (Survey Form)

A new **on-screen survey feature** has been introduced and is now available for all MyBill countries.

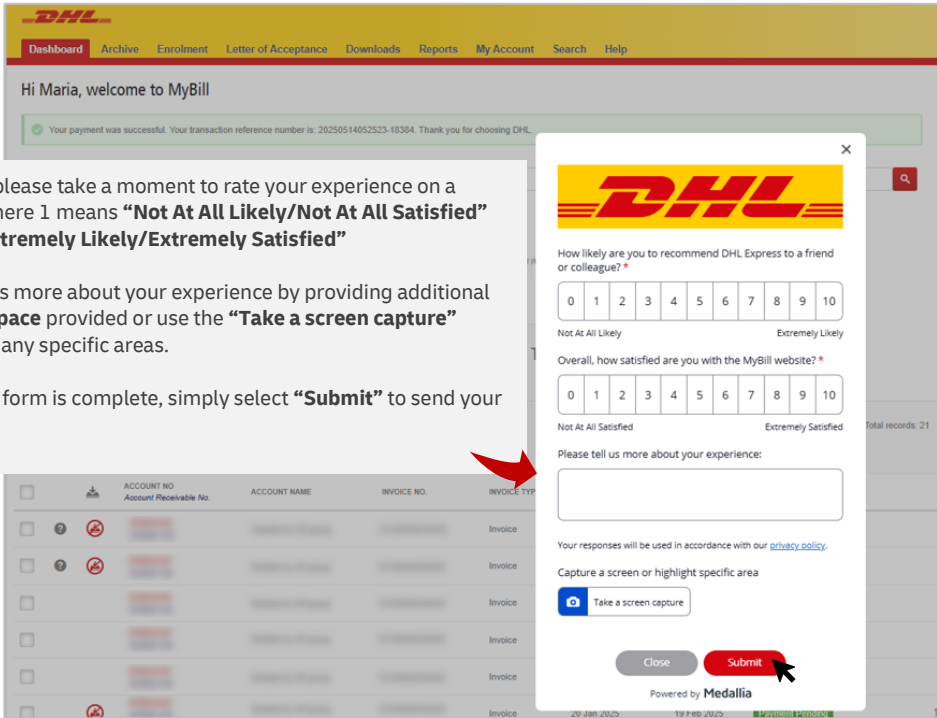
This **survey form** is designed to collect quick feedback during key interactions. It will automatically be triggered when users [view a new invoice](#), [complete a successful payment](#), [successful submission of e-LOA](#), or [successful creation of disputes](#).

While participation is optional, your feedback is highly valued and will help us enhance the overall user experience.

When prompted, please take a moment to rate your experience on a scale of 1 to 10, where 1 means **“Not At All Likely/Not At All Satisfied”** and ten means **“Extremely Likely/Extremely Satisfied”**

You may also tell us more about your experience by providing additional comments in the **space** provided or use the **“Take a screen capture”** option to highlight any specific areas.

Once the feedback form is complete, simply select **“Submit”** to send your response.



ACCOUNT NO. Account Receivable No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE
			Invoice
			Invoice
			Invoice
			Invoice
			Invoice
			Invoice
			Invoice