



DHL MYBILL

USER GUIDE



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DHL MYBILL

This guide provides an overall view of DHL MyBill: what it is, the features, advantages and benefits, how to register and user instructions.



WHAT IS DHL MYBILL?

- DHL MyBill is an e-invoicing portal for our customers. It is an efficient way of delivering your invoice which will enable you to manage DHL's invoicing online.
- It is a free online service.
- DHL MyBill eliminates paper and processes invoices quickly, simply and securely.
- DHL MyBill is a unique and powerful service that will help you save time and money.
- Registration takes just moments so you can quickly begin to enjoy the benefits of a more efficient process.

DHL MYBILL FEATURES

- A free online user-friendly service for DHL's customers with 24/7 access.
- Compatible with existing financial systems.
- Country-wide and multilingual.
- Online logging of invoice queries; view historical invoices for up to 12 months.
- View full shipper and receiver address details within the downloads.
- Multi document download function.
- Choice of downloadable invoice formats (PDF,CSV,XML).
- E-mail notification for newly issued e-invoices by DHL. Capability to get invoice in PDF by e-mail as well.

DHL MYBILL – ADVANTAGES AND BENEFITS

Online query	Raise a query on any invoice online. You also have a query log to view all queries.
Quick delivery	With DHL MyBill, your invoices are delivered to the correct person/people/team.
Multilingual	DHL MyBill enables you to view and manage your invoices in the language of your choice.
Instant downloads	With DHL MyBill you can save time and eliminate input errors by downloading invoice data directly into your finance systems.
E-archive	DHL MyBill provides an online history service and will automatically archive your invoices online, providing access to copies for up to 12 months, so there is no need to waste any more time searching through filing cabinets or chasing paper copies.
Ease of use	With DHL MyBill you will be able to access and view your invoices and waybills online with just a few 'clicks' thus making the approval and query process more simple and convenient to your business.



HOW TO REGISTER FOR DHL MYBILL

→ Follow the link mybill.dhl.com/login



- E-mail your registration request to DHL at rubilling@dhl.ru. Within 24 hours you will receive a notification e-mail with the details of your username and the temporary password. You will then be able to login and amend the password.
- Please ensure the e-mail address in the notification is added to your 'safe list of senders'.
- Once you log in, you will be directed to the main dashboard where you can navigate to various screens.



DHL MYBILL FUNCTIONALITIES

→ The Menu bar comprises of the following options:



1. Dashboard – will display the outstanding invoices, where you can view and/or dispute the invoice(s).
2. Archive – will display the closed / paid invoices.
3. Downloads – will display your previous downloads (retained for a 24-hour period).
4. Reports – can generate a query report.
5. My Account – allows you to change your password, view a statement, view account permissions and add or remove users.
6. Search – allows you to search for particular data on specific fields or date range.
7. Help – provides help.



DHL MYBILL DASHBOARD

Open Transactions - due for payment

Disputed invoices put into queries and registered

Due Now – invoices due for payment now as per terms and outstanding invoices

Tariff Enquiry – allows you to complete a rate check

Click the 'PDF Invoice' icon to view the individual invoice

Download a report of the outstanding items

Invoice summary lines

Links to useful information

VIEW INVOICES

Invoices can be viewed either individually or in bulk.

- To view a single invoice, hover your mouse over the invoice line and the 'PDF invoice' button will be displayed. Click to open the PDF.

Банковские реквизиты:

Покупатель:

Адрес:

Внимание: Россия

С Ч Е Т № [redacted] **от 27.07.2020**

Наименование товара: услуги по доставке документов и грузов (код клиента [redacted])

Дата	Пункт назначения	Вес,кг/ Кол-во	Тариф без НДС	НДС	Тариф с НДС
2021					

Экспресс по стране

Пункт отправления MOW Москва, Россия		0.30			
20.07.2020	Санкт-Петербург, Россия				
Экологический сбор					
Топливная надбавка					
Итого 021					

Итого за отправления

Итого (рубли):

Всего к оплате:

→ To view multiple invoices, select the invoices by ticking the checkbox against each invoice. A selection of additional buttons will be displayed under the tabs. Select the 'Download' button. Select the 'PDF' option, followed by the 'Download' button.

Hi Евгения, welcome to MyBill

Search by account, invoice or waybill

Billing System: IBS+ (DHL Express Russia, DHL RU) | ERP Account: 380886018

Summary cards:

- ₽866.88 (1 Open Transactions)
- Disputed Invoices
- Due Now
- Tariff Enquiry
- Rated But Not invoiced (18)

Actions: Dispute, Download, Download All Open Transactions

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ	BALANCE	CURRENCY
[Redacted]	[Redacted]	[Redacted]	Invoice	31 Jan 2021	2 Mar 2021	Unpaid	866.88				₽ RUB

Additional links:

- How MyBill Works
- MyBill User Guide
- MyBill FAQs

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Navigation: Dashboard, Archive, Downloads, Reports, My Account, Search, Help

Download Selection

Download Preferences

Select DHL Express Downloads:

- PDF Invoice / Legal PDF
- Standard CSV
- XML
- cXML
- Waybill / Commercial Invoice / Entry Documents
- Export Justification (NBR)
- Transaction Report

Zip file Summary

1 files in total
 PDF Invoice / Legal PDF
 70.27 KB (0.07MB) approx.
 Total Download Size
 70.27 KB (0.07MB) approx.

Deutsche Post DHL

→ Downloads will appear in the 'Downloads' menu tab.

Active Downloads

All active downloads are available for two days. You may continue to browse the site whilst downloads are building.

STARTED	DESCRIPTION	TOTAL FILES	RETRIEVED FILES
17 Feb 2021, 5:24 p.m. MSK	Bulk Download	1	1
15 Feb 2021, 1:10 p.m. MSK	Bulk Download	1	1

How do I create downloads?

You can build downloads within the Archive or Search facility

ACME Company Ref. [Redacted]

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).

→ Click on the 'Download' button to retrieve the zip file and the PDFs.

VIEW SHIPMENT DETAILS (WAYBILL & SUPPORTING DOCUMENTATION)

To view shipment details, hover over the invoice line and click on any field that has a hyperlink i.e. account, invoice number or customer name. This will take you to the 'Invoice' page where you can:

1. View download options.
2. View the waybills on that invoice (in the new window).
3. View the history of the invoice i.e. creation date.
4. View the dispute history.

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

Invoice Number: [redacted] Account Number: [redacted] Invoice Date: 22 Feb 2021 Status: Unpaid Original Amount: P 2,913.84

Download Legal PDF

Waybills Invoice history Dispute history

WAYBILL #	WEIGHT	SHIP DATE	SENDER	RECEIVER	TOTAL CHARGES	DOWNLOAD
[redacted]	2.00	4 Feb 2021	[redacted]	DHL EXPRESS	2,913.84	Track Image

→ Click on the hyperlink of the waybill number to display the shipment details.

Waybill [redacted]

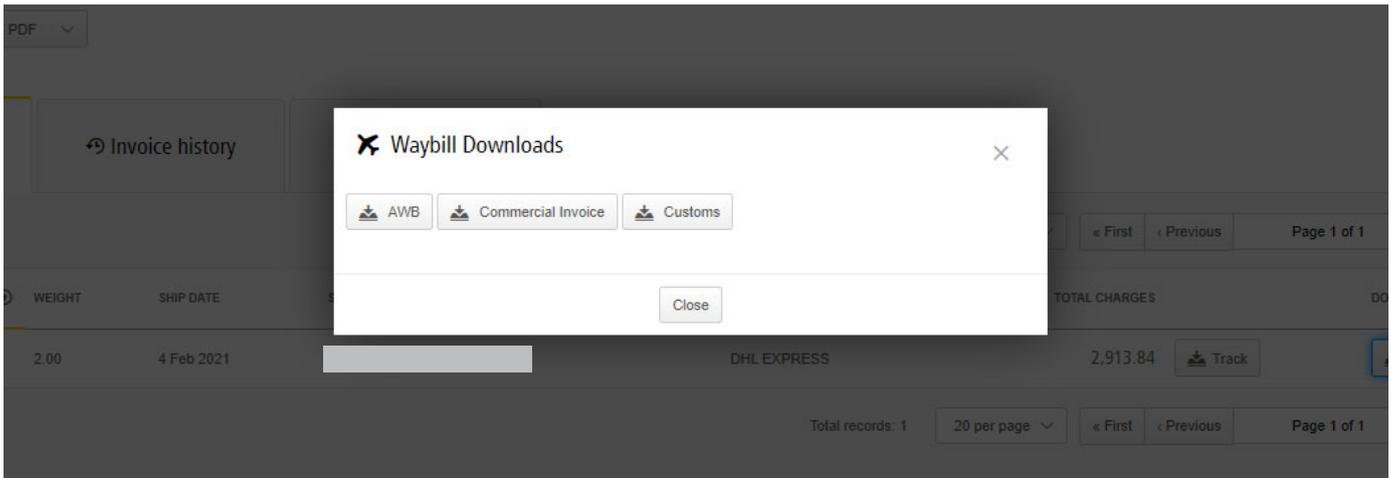
Waybill # [redacted] Shippers Reference [redacted] Shipment Date: 4 Feb 2021

Pieces: 1 Tender Weight: 0 K Billed Weight: 2.00 K

Origin / Sender: [redacted] Destination / Receiver: [redacted]

Content Description	Charges
	EXPRESS WORLDWIDE nondoc P 2,508.00
	FUEL SURCHARGE P 357.84
	EMERGENCY SITUATION P 48.00
	Original Amount P 2,913.84

→ Alternatively, you can click on the 'Image' button to open the actual waybill (AWB) image and any supporting documentation.



→ Click on the relevant button to display the document.



WAYBILL DOC

WPX-DHL

Contact: [REDACTED]

Receiver: [REDACTED] Contact: [REDACTED]

TT99RU-DME-DON ME-TGD-TGD

Product Details: Features / Services (Service Code)
[P] EXPRESS WORLDWIDE (48)

Payer Details
FRT A/C: [REDACTED]
DTP A/C: [REDACTED]

Terms of Trade: DAP

Shipment Details
Ref: 237162
Custom Val: 18 USD

Custom Decl Shpt Wgt (UOM) / Dim Wgt (UOM):	Pieces
1.0 kg	1

Name (in Capital Letters): _____ Signature: _____ Date (DD.MM.YYYY): _____

Contents: Sport clothes and equipment for Paintball and Airsoft

PLACING AN INVOICE INTO QUERY

An invoice can be placed into query in two ways:

1. Click on any field that has a hyperlink i.e. account number which will open the 'Invoice' page.
2. Click on the Dispute History tab.

DHL eo123@yandex.ru **MyBill**

Dashboard Archive Downloads Reports My Account Search Help

Invoice

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

Invoice Number Account Number Invoice Date 22 Feb 2021 Status Unpaid Original Amount P 2,913.84

Download Legal PDF

Waybills Invoice history **Dispute history**

DISPUTE CASE ID	RAISED BY	DISPUTE DATE	STATUS	TOTAL DISPUTED
Create Dispute				
Deutsche Post DHL				

→ Within this section you can view existing queries or click on 'Create Dispute' to register a new query.

Dispute Invoice

If you think you have been charged in error, or wish to dispute an invoice please follow the instructions below.

[Back to dashboard screen](#)

INVOICE NUMBER	ACCOUNT NUMBER	INVOICE DATE	STATUS	ORIGINAL AMOUNT
		22 Feb 2021	Unpaid	P 2913.84

Add a Comment
Please provide the reason for your dispute and any further comments below.
All fields with * are required

Select a dispute reason*

Contact Telephone *

Add a comment *

Submit dispute

→ Click on the 'Submit dispute' button to register your query.

- A dispute reference will be displayed.
- The alternative method is to tick the checkbox against the invoice, which will display the additional buttons under tabs. Select the 'Dispute' button.

The screenshot shows the DHL MyBill dashboard. At the top, there is a navigation bar with the DHL logo and user information (eo123@yandex.ru). Below the navigation bar, the user is greeted with "Hi Евгения, welcome to MyBill". A search bar is available for account, invoice, or waybill. The dashboard features several tabs: "Disputed Invoices" (highlighted with a red arrow), "Due Now", "Tariff Enquiry", and "Rated But Not invoiced" (showing 18 items). A summary card on the left displays "₽866.88" and "1 Open Transactions". Below the tabs, there are buttons for "Dispute", "Download", and "Download All Open Transactions". A table of records is shown with columns: ACCOUNT NO., ACCOUNT NAME, INVOICE NO., INVOICE TYPE, INVOICE DATE, DUE DATE, STATUS, TOTAL, DISPUTED, PAID/ADJ, BALANCE, and CURRENCY. The first row is highlighted in yellow and has a checked checkbox in the first column. The status of this invoice is "Unpaid".

	ACCOUNT NO. Account Receivable No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ	BALANCE	CURRENCY
<input checked="" type="checkbox"/>				Invoice	22 Feb 2021	None	Unpaid	2,913.84			2,913.84	₽ RUB
<input type="checkbox"/>				Invoice	15 Feb 2021	17 Mar 2021	Unpaid	18,461.16			18,461.16	₽ RUB
<input type="checkbox"/>				Invoice	15 Feb 2021	17 Mar 2021	Unpaid	10,657.32			10,657.32	₽ RUB

TRACK AND TRACE

When viewing an invoice you can track a shipment without leaving DHL MyBill.

- Click on the hyperlink on any field i.e. invoice, account number or company name which will take you to the 'Invoice page'.
- Click on the 'Track' button on the AWB in question

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

Invoice Number: [REDACTED] Account Number: [REDACTED] Invoice Date: 22 Feb 2021 Status: Unpaid Original Amount: ₺ 2,913.84

[Download Legal PDF](#)

Waybills | Invoice history | Dispute history

WAYBILL #	WEIGHT	SHIP DATE	SENDER	RECEIVER	TOTAL CHARGES	DOWNLOAD
[REDACTED]	2.00	4 Feb 2021	[REDACTED]	DHL EXPRESS	2,913.84	Track Image

Deutsche Post DHL

- This will open the tracking details.

✓ **Отправление доставлено. В получении расписался(ась) <>: PETAR GLOBAREVUC**
26. Август 2020 08:21 Местное время | [REDACTED]

Этот груз обрабатывается: **DHL Express**
Код отслеживания: [REDACTED]
Служба поддержки >

📍 **SOUTH OF MOSCOW - MOSCOW - RUSSIAN FEDERATION, THE**
↓
📍 [REDACTED]

Печать 🖨️

TARIFF ENQUIRY

Tariff Enquiry provides the rate per product based on your contractual agreement.

- Select the 'Tariff Enquiry' tab.
- Enter the required information followed by selecting the 'Search' button. Please enter the countries and cities in English.

- The prices for the relevant products, as per your contract, will be displayed.

SERVICES	PRICE + TAX	TAX	BILLABLE WEIGHT
EXPRESS WORLDWIDE DOC	RUB 972.00	RUB 162.00	1.00 KG
EMERGENCY SITUATION	RUB 0.00	RUB 0.00	1.00 KG
FUEL SURCHARGE	RUB 116.64	RUB 19.44	1.00 KG
TOTAL	RUB 1088.64	RUB 162.00	1.00 KG

CUSTOMISED CSV FILES

A full CSV file of the billing data is available, however, should you only require selected fields there is the flexibility to customise the file thereby reducing the extract to your specification and displaying the data in a set order. In addition, if you receive numerous invoices you are able to concatenate (consolidate) the files making it easier to import into your accounting systems.

CREATE A NEW CUSTOMISED CSV TEMPLATE

- Within the 'Dashboard' tab, select the invoice(s) you wish to download the CSV file(s) for by ticking the checkbox against the invoice(s) in question.

The screenshot shows the DHL MyBill dashboard. At the top right, there are dropdown menus for 'Billing System' (set to 'IBS+ (DHL Express Russia, DHL RU)') and 'ERP Account' (set to 'All'). Below these are four filter buttons: 'P866.88 1 Open Transactions > Refresh', 'Disputed Invoices', 'Due Now', and 'Rated But Not invoiced 18'. A toolbar contains 'Dispute', 'Download', and 'Download All Open Transactions' buttons. The main area displays a table of invoices with columns: ACCOUNT NO., ACCOUNT NAME, INVOICE NO., INVOICE TYPE, INVOICE DATE, DUE DATE, STATUS, TOTAL, DISPUTED, PAIDIADJ, BALANCE, and CURRENCY. Two invoices are selected with checkboxes.

	ACCOUNT NO. Account Receivable No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAIDIADJ	BALANCE	CURRENCY
<input checked="" type="checkbox"/>				Invoice	22 Feb 2021	None	Unpaid	2,913.84			2,913.84	₽ RUB
<input checked="" type="checkbox"/>				Invoice	15 Feb 2021	17 Mar 2021	Unpaid	18,461.16			18,461.16	₽ RUB
<input type="checkbox"/>				Invoice	15 Feb 2021	17 Mar 2021	Unpaid	10,657.32			10,657.32	₽ RUB
<input type="checkbox"/>				Invoice	8 Feb 2021	10 Mar 2021	Unpaid	24,564.94			24,564.94	₽ RUB

- Select the 'Download' button to initiate the 'Download Selection' page.
- Select the requirement by ticking the checkbox, followed by the 'Standard CSV' option.

The screenshot shows the 'Download Selection' page. It features a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below the navigation bar is a 'Download Selection' header with a back button. The main content area is titled 'Download Preferences' and includes instructions: 'Please select your download preferences below. Please note: Summary Posting information, indicated by [icon] is only available in the Transaction Report. No backup document can be retrieval in MyBill for these records.' Under 'Select DHL Express Downloads', there are several options with checkboxes: 'PDF Invoice / Legal PDF', 'Standard CSV' (which is selected and has a red circle around it), 'XML', 'eXML', 'Waybill / Commercial Invoice / Entry Documents', 'Export Justification (NBR)', and 'Transaction Report'. A 'Customise Format' button is located next to the 'Standard CSV' option.

- Then click on the "Customise format" button.

- Within the CSV Configuration section you can create your template by selecting the data and order in which to display.
- To remove the headings click on the title in the 'Selected Column Header' and drag it across to the 'Available Column Header'.
- To change the order, click on the title in the 'Selected Column Header' and drag it to the position you require, i.e. up or down.

Display any pre-saved configurations

Column headings that will not appear in the file

Column headings that will appear in the file

Data sort order can be selected

CSV Configuration
← Go back a page

★ Currently active configuration: None

📁 Pre-saved configurations

📄 Available Column Header

👤 Selected Column Header

Line Type
Billing Source
Original Invoice Number
Invoice Number
Station Code
Invoice Identifier
Invoice Type
Invoice Date
Payment Terms
Due Date
Parent Account
Billing Account
Billing Account Name
Billing Account Name (Additional)
Billing Address 1
Billing Address 2

🔑 Export options

🕒 Sort order
Please select the order in which invoice data is to be listed within your export.
By Product, followed by Origin

Concatenated
produces one CSV file containing multiple invoices of the same type. Downloading CSVs of different structures (i.e. different invoice types) will generate separate files within the same Zip download - one file per CSV structure.

Use for email attachments

💾 Save all settings for later?
Save

✔ Done, apply settings

Cancel

- Once the settings have been selected and saved, click on the 'Done, apply settings' button.



ARCHIVE AND DOWNLOADS

ARCHIVED INVOICES

All paid invoices will be removed from the Dashboard and visible in the 'Archive' tab. From this tab you are still able to view / download invoices, shipment history and register queries.

DOWNLOADS

All downloads are available for a 24-hour period within this tab.

→ To view the details, click on the 'Download' button to open the zip file.

The screenshot displays the DHL MyBill 'Active Downloads' interface. At the top, the DHL logo and navigation menu are visible. The main content area is titled 'Active Downloads' and includes a table of download records. A red arrow points to the 'Download' button in the first row of the table. To the right, a help section titled 'How do I create downloads?' provides instructions and a 'Download' button circled in yellow.

STARTED	DESCRIPTION	TOTAL FILES	RETRIEVED FILES
17 Feb 2021, 5:24 p.m. MSK	Bulk Download	1	1
15 Feb 2021, 1:10 p.m. MSK	Bulk Download	1	1



REPORTS

Within this section you can generate a report detailing the queries registered and their current status.

REPORTS

- Click on the 'Reports' tab then select the 'Dispute Report'.
- Enter the required details followed by the 'Search' button.

DHL Dashboard Archive Downloads **Reports** My Account Search Help eo123@yandex.ru MyBill

Disputes Report

[Back to reports](#)

Search parameters

Start Date*

End Date*

Account

Invoice Number

* indicates a mandatory field

- Click on the 'Download Report' button to open the file in Excel.



MY ACCOUNT

Within the section you are able to change your password, view your open invoice summary and manage the users on your account.

OVERVIEW OF YOUR ACCOUNTS

This screen provides an overview of your account.

→ My User Details – change the password and decimal indicator.

→ Open invoice summary – ageing statement of the account(s).

Open Invoice Summary

TOTAL BALANCE		TOTAL OVER DUE		
P 94,418.69		P -3,525.43		
CURRENT	30 DAYS	60 DAYS	90+ DAYS	
P 94,418.69	P	P	P	

MANAGE RIGHTS



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 rubilling@dhl.ru

Select for more options

Total records: 5 20 per page « First « Previous Page 1 of 1 Next » Last »

<input type="checkbox"/>	ACCOUNT NUMBER	AR ACCOUNT	COMPANY NAME	MANAGE
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	<input type="button" value="Manage"/> <input type="button" value="Me"/>
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	<input type="button" value="Manage"/> <input type="button" value="Me"/>
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	<input type="button" value="Manage"/> <input type="button" value="Me"/>

→ To add a new user, please e-mail your request to rubilling@dhl.ru, or address your Credit Controller or Sales Executive.

→ Within the 'Account Users Admin' section you can assign the necessary rights i.e. to manage, to log queries and the type of notification to receive.

DHL eo123@yandex.ru MyBill

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

Account Users Admin - [REDACTED] - [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	AR MANAGER	MAIL DELIVERY PREFERENCE
[REDACTED]	Евгения	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Email - PDF and link
[REDACTED]		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Email - PDF and link

[Save](#) [Add new user](#)

[Back to My Account](#)

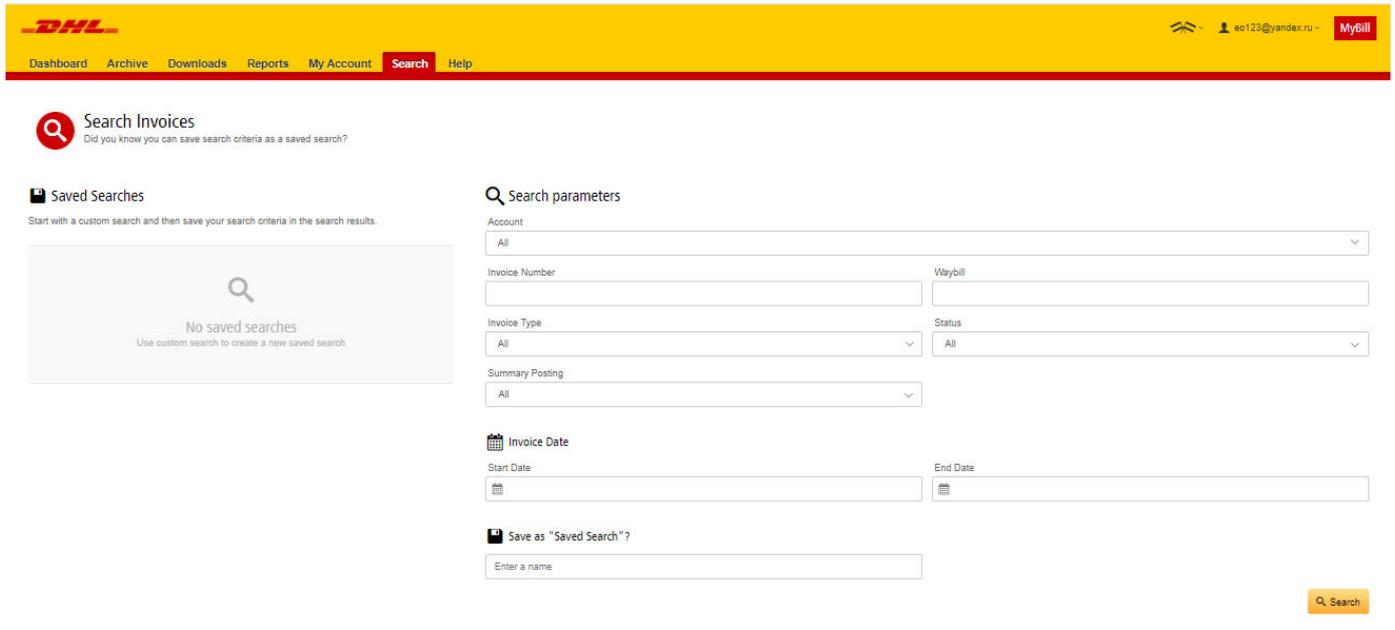
Deutsche Post DHL



**SEARCH
AND HELP**

SEARCH

Within the search functionality you are able to quickly search for an invoice, waybill or by a date range for multiple invoices. You can also save your search criteria for future use.



HELP

The 'Help' function provides online step-by-step instructions to complete tasks i.e. view invoices, downloads etc. Additional help can also be found in 'DHL MyBill FAQ' document.

