DHL MYBILL
USER GUIDE

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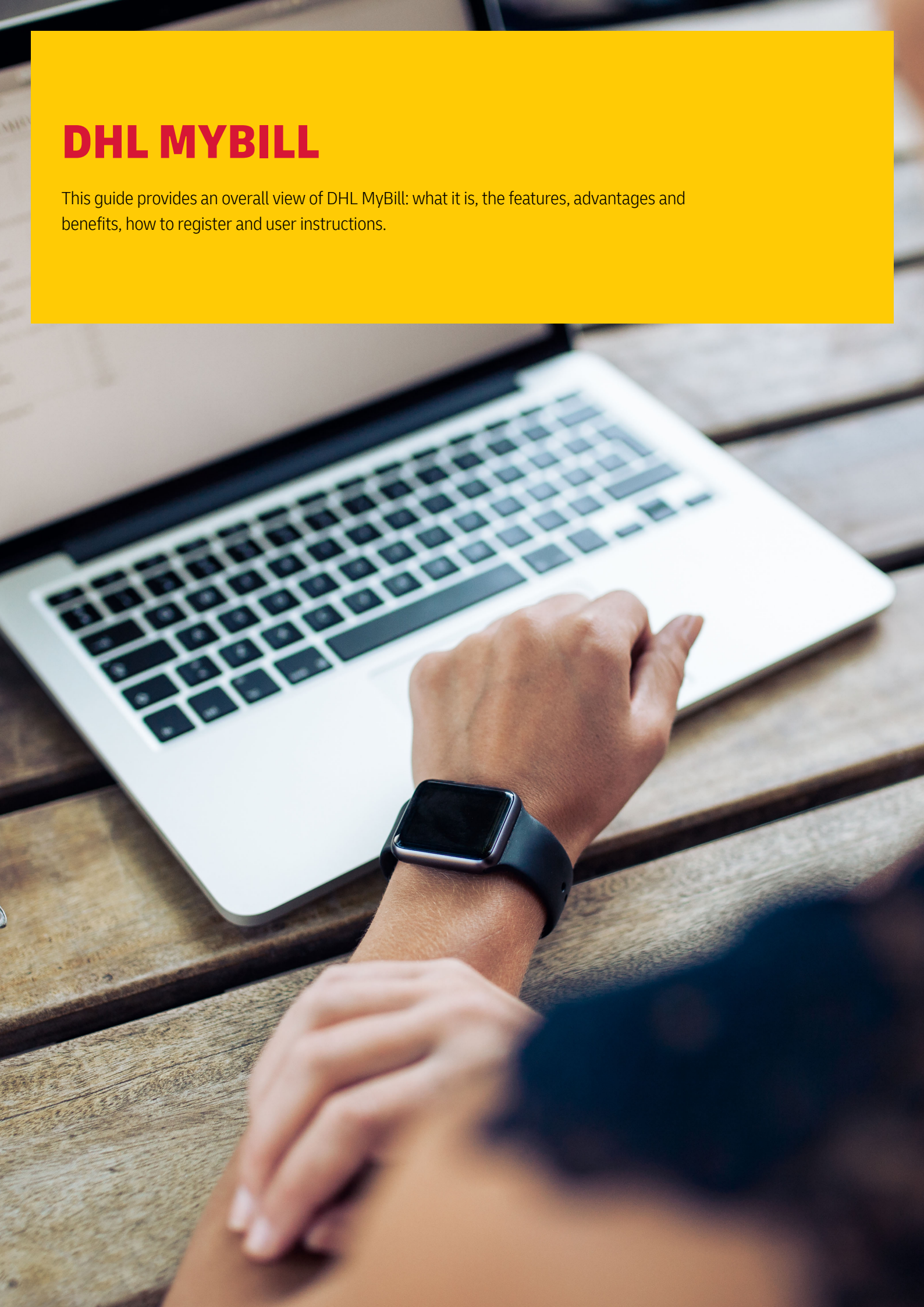
DHL MYBILL

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

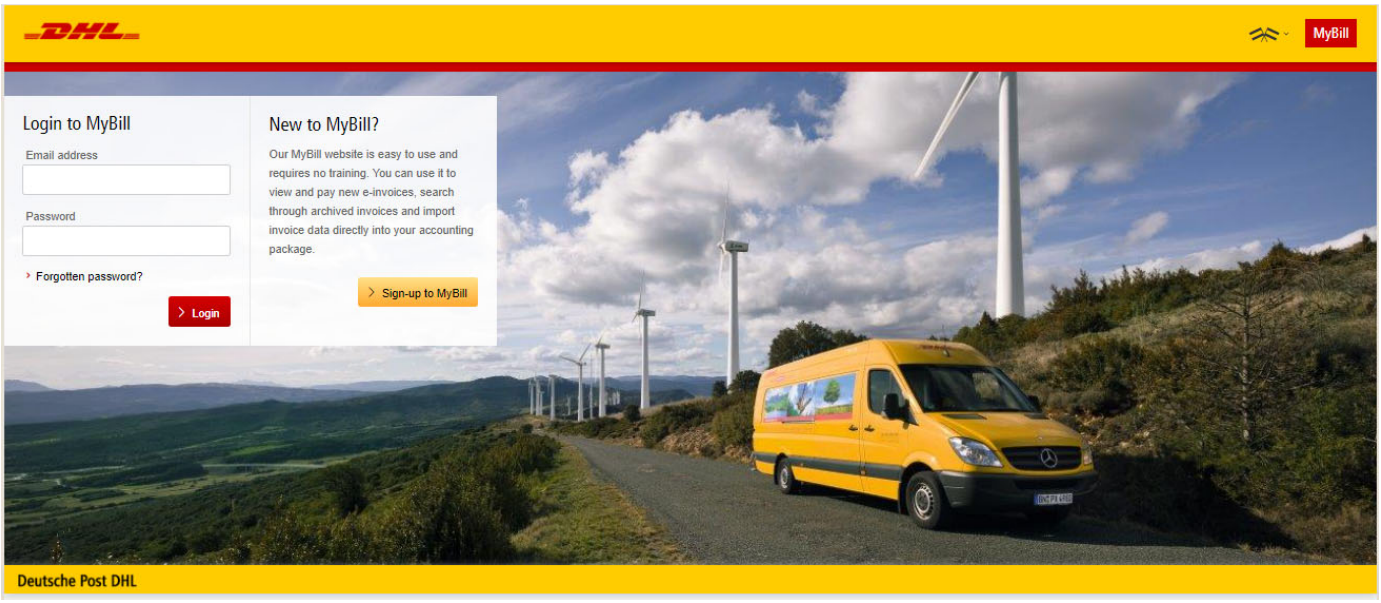
- A free online user-friendly service for DHL's customers with 24/7 access.
- Compatible with existing financial systems.
- Country-wide and multilingual.
- Online logging of invoice queries; view historical invoices for up to 12 months.
- View full shipper and receiver address details within the downloads.
- 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 on-line, 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**



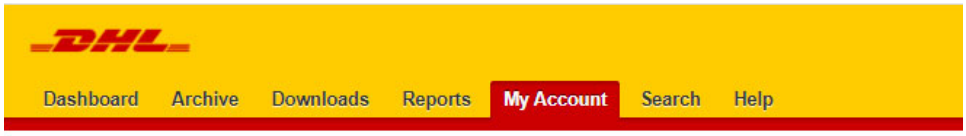
→ E-mail your registration request to DHL at rubilling@dhl.ru. Within 24 hours you will receive a notification e-mail with the details of your username and the temporary password. You will then be able to login and amend the password.

→ Please ensure the e-mail address in the notification is added to your 'safe list of senders'.

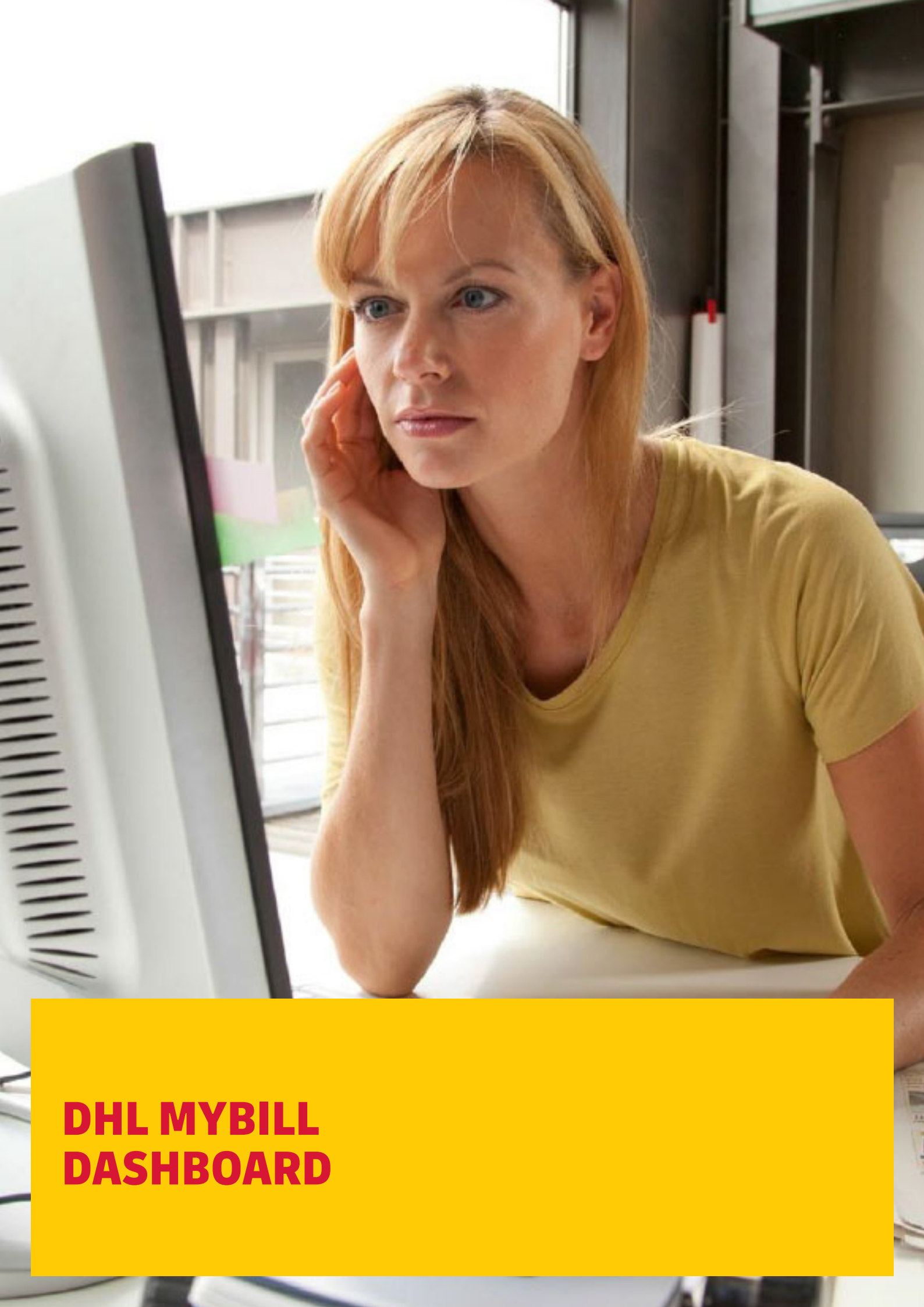
→ Once you log in, you will be directed to the main dashboard where you can navigate to various screens.

DHL MYBILL FUNCTIONALITIES

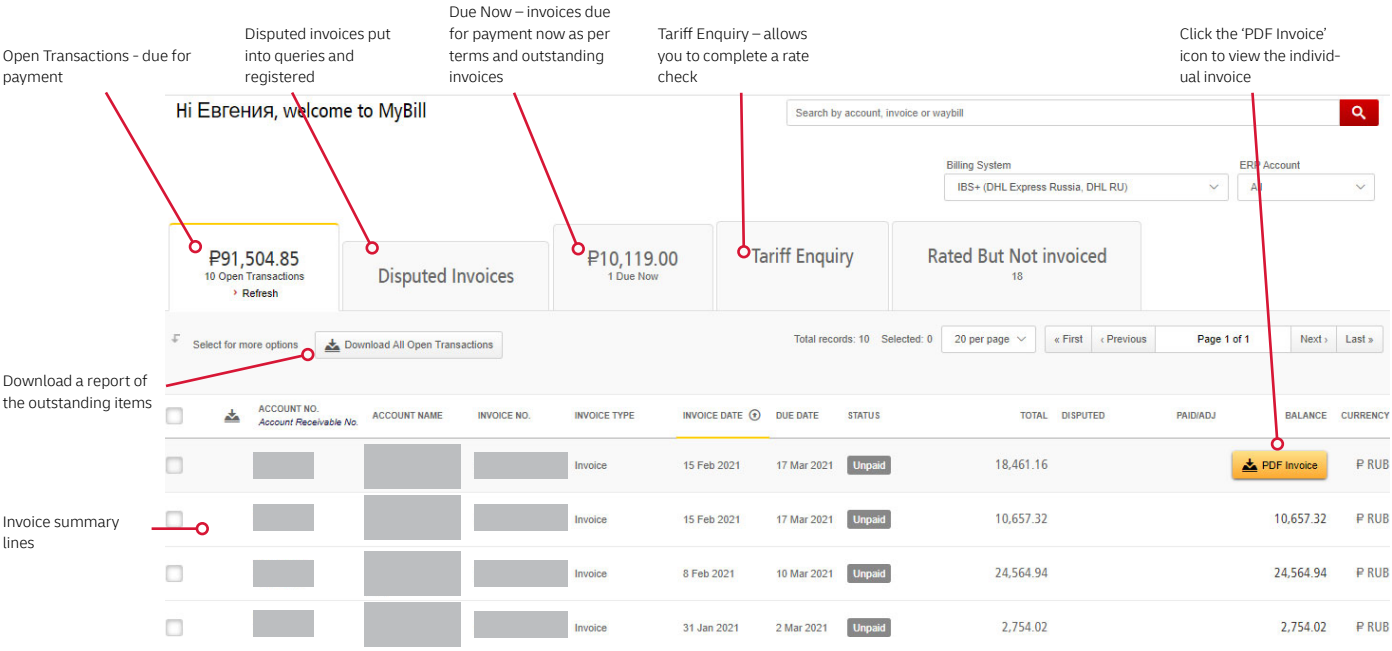
→ The Menu bar comprises of the following options:

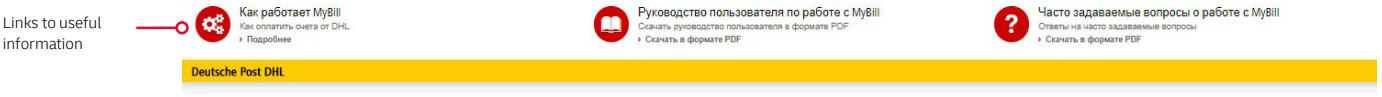


1. Dashboard – will display the outstanding invoices, where you can view and/or dispute the invoice(s).
2. Archive – will display the closed / paid invoices.
3. Downloads – will display your previous downloads (retained for a 24-hour period).
4. Reports – can generate a query report.
5. My Account – 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

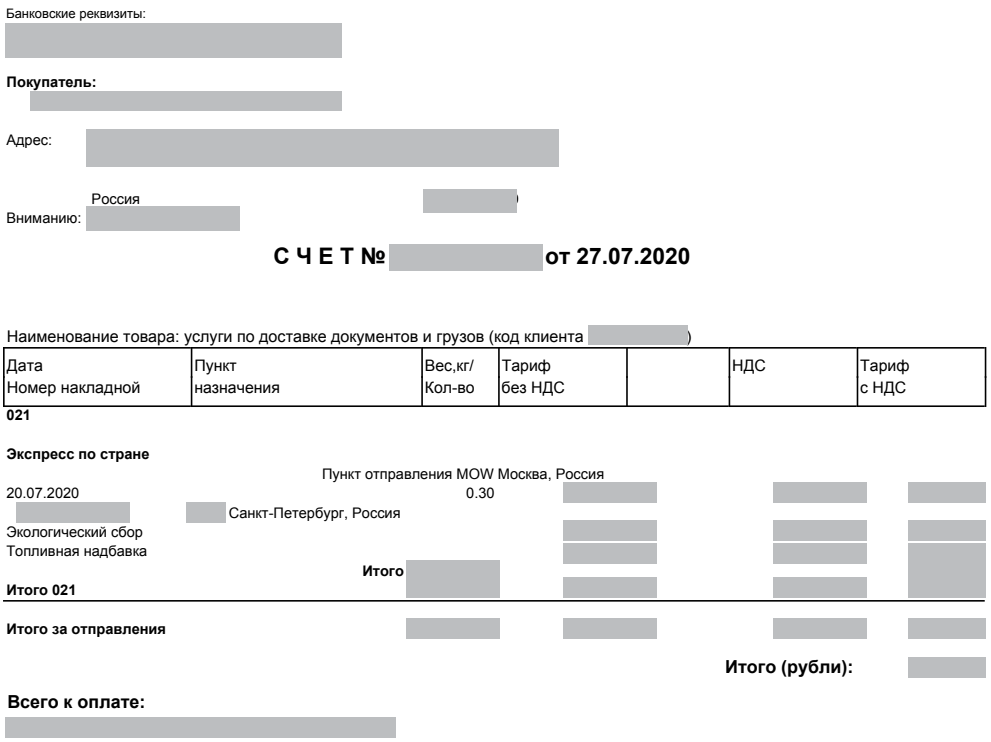




VIEW INVOICES

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:

Вниманию:

Россия

С Ч Е Т № **от 27.07.2020**

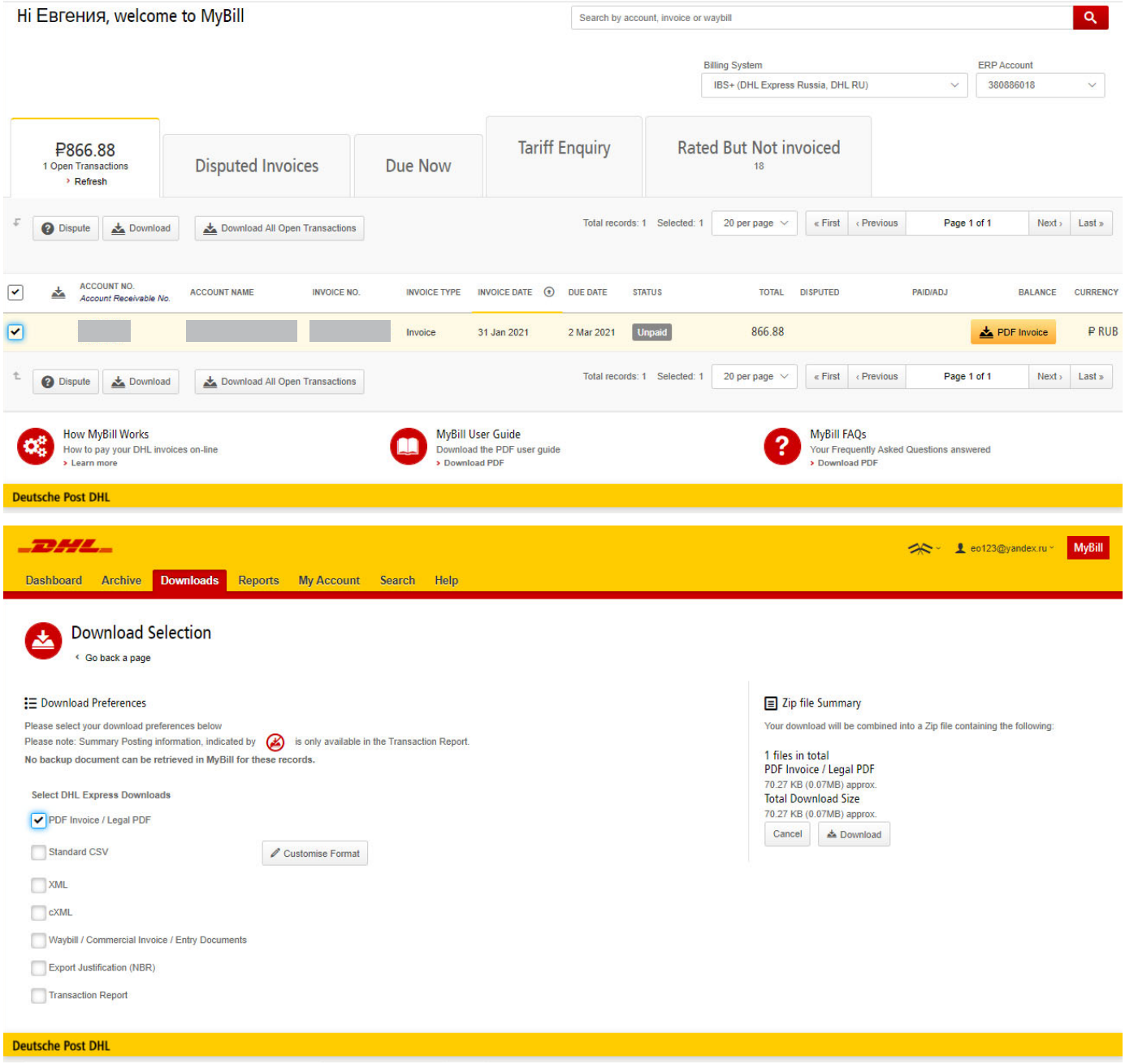
Наименование товара: услуги по доставке документов и грузов (код клиента)

Дата Номер накладной	Пункт назначения	Вес,кг/ Кол-во	Тариф без НДС		НДС	Тариф с НДС
021						
Экспресс по стране						
	Пункт отправления MOW Москва, Россия					
20.07.2020	Санкт-Петербург, Россия	0.30				
Экологический сбор						
Топливная надбавка						
	Итого					
Итого 021						
Итого за отправления						

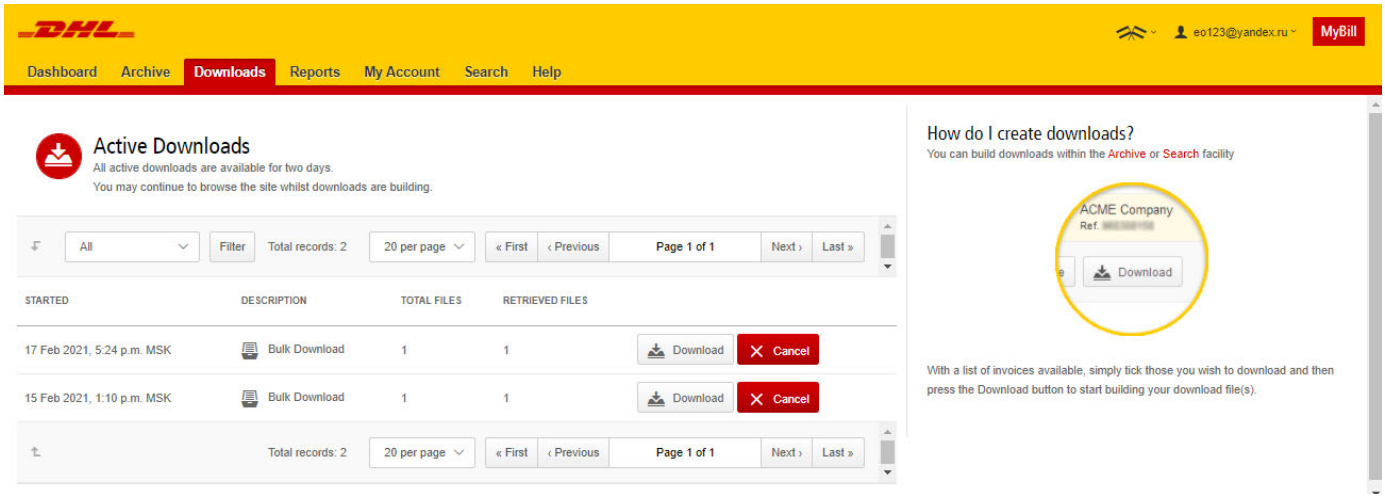
Итого (рубли):

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.



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

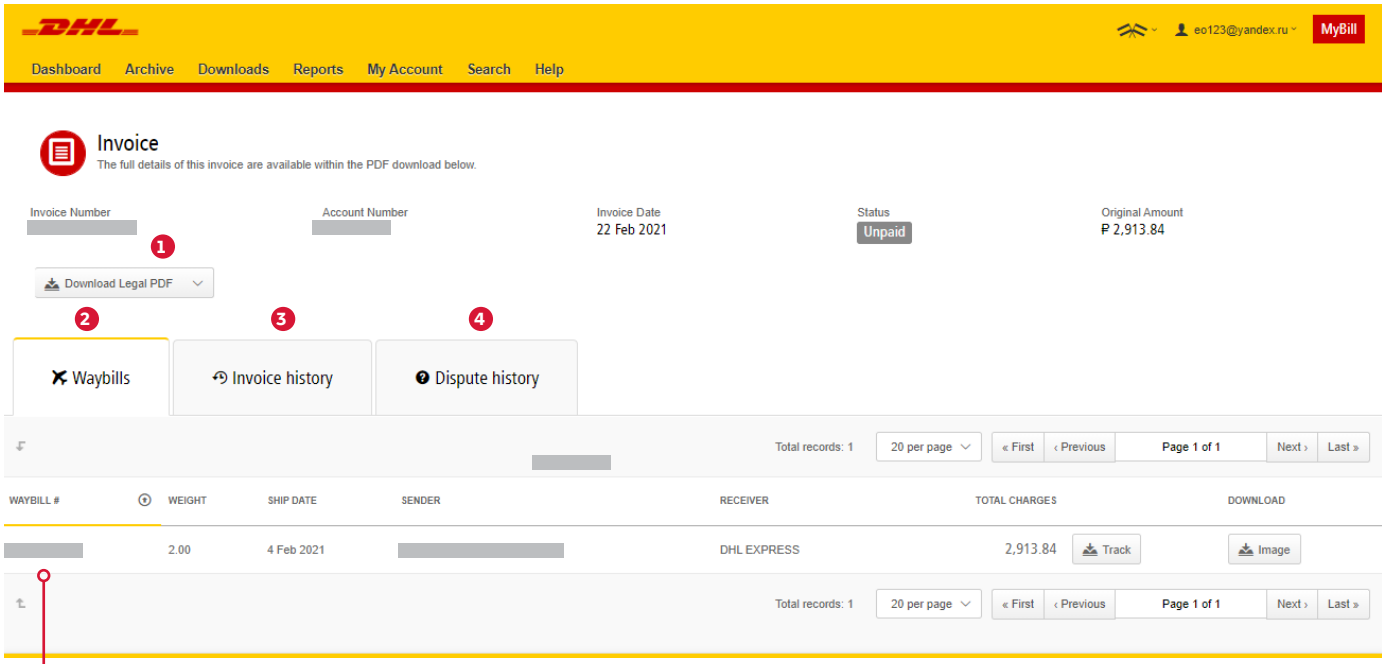


→ Click on the 'Download' button to retrieve the zip file and the PDFs.

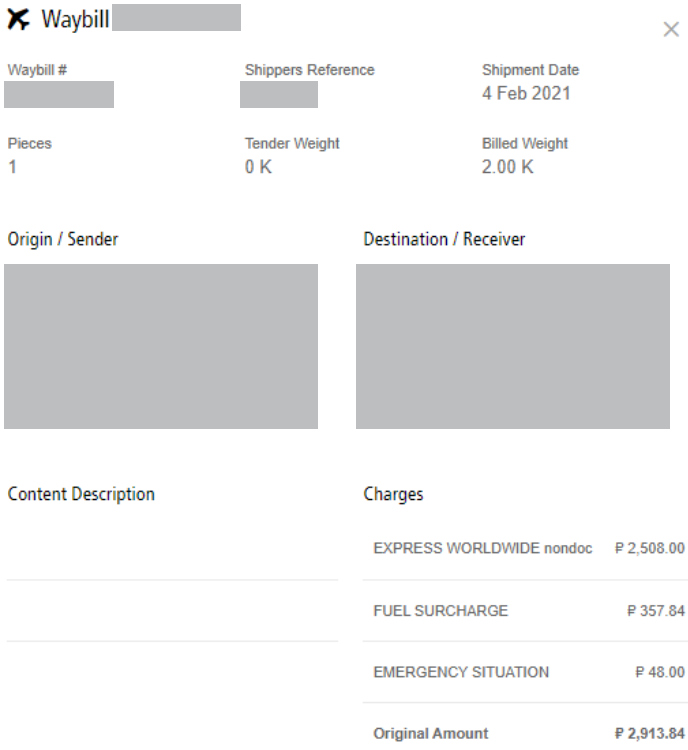
VIEW SHIPMENT DETAILS (WAYBILL & SUPPORTING DOCUMENTATION)

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:

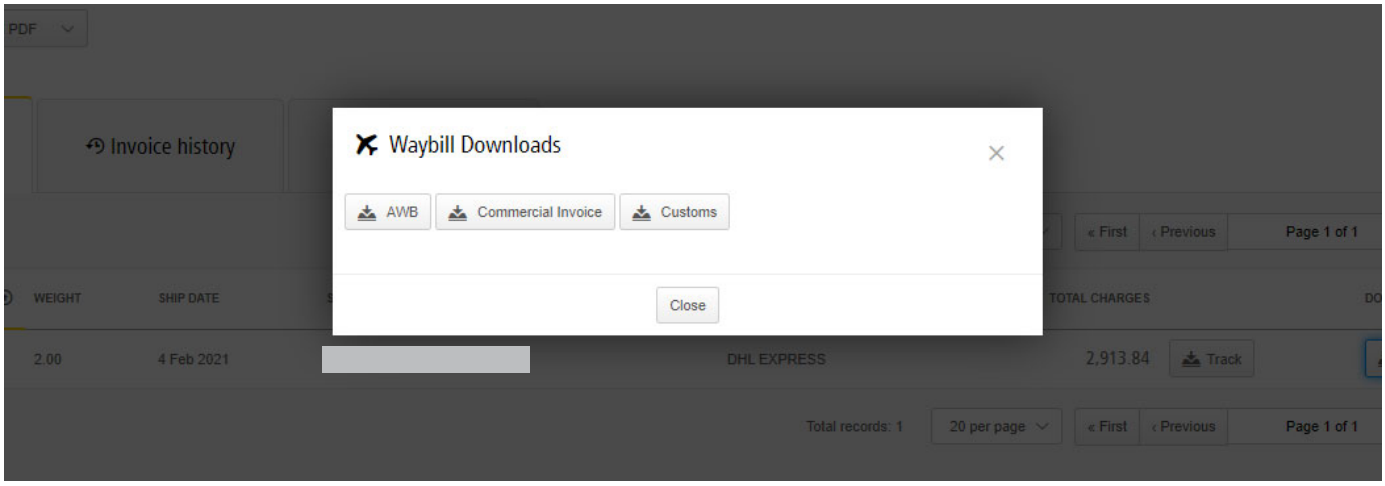
1. View download options.
2. View the waybills on that invoice (in the new window).
3. View the history of the invoice i.e. creation date.
4. View the dispute history.



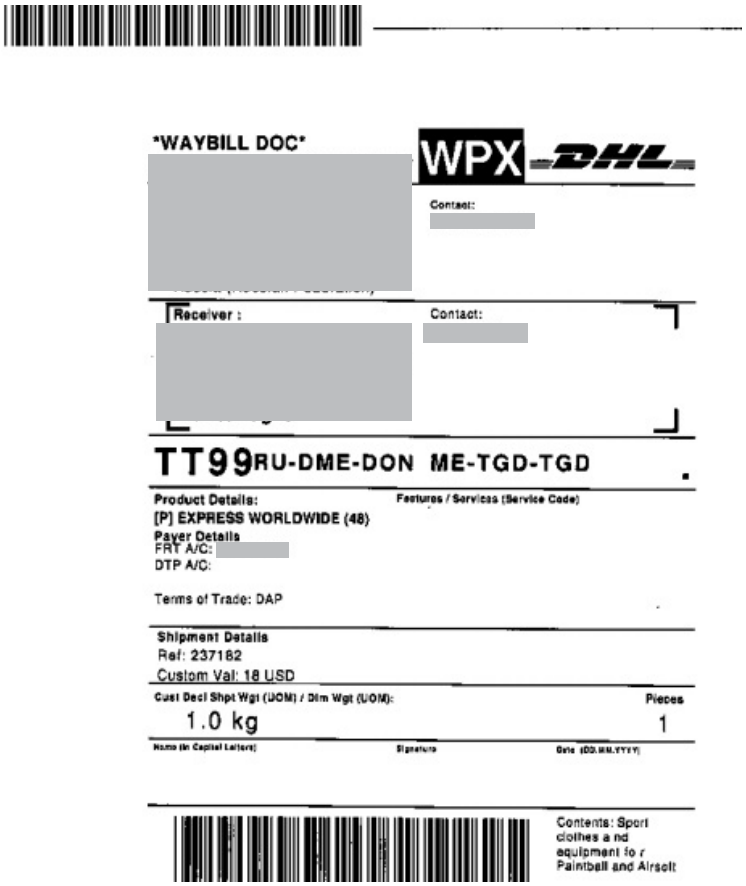
→ Click on the hyperlink of the waybill number to display the shipment details.



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



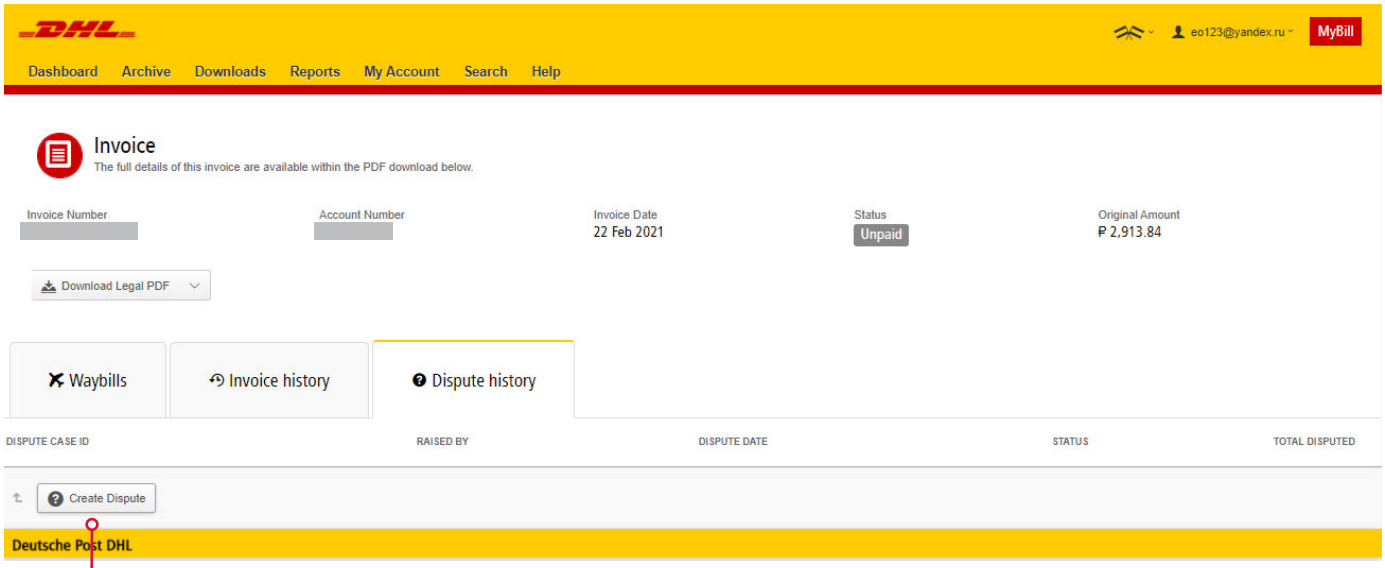
→ Click on the relevant button to display the document.



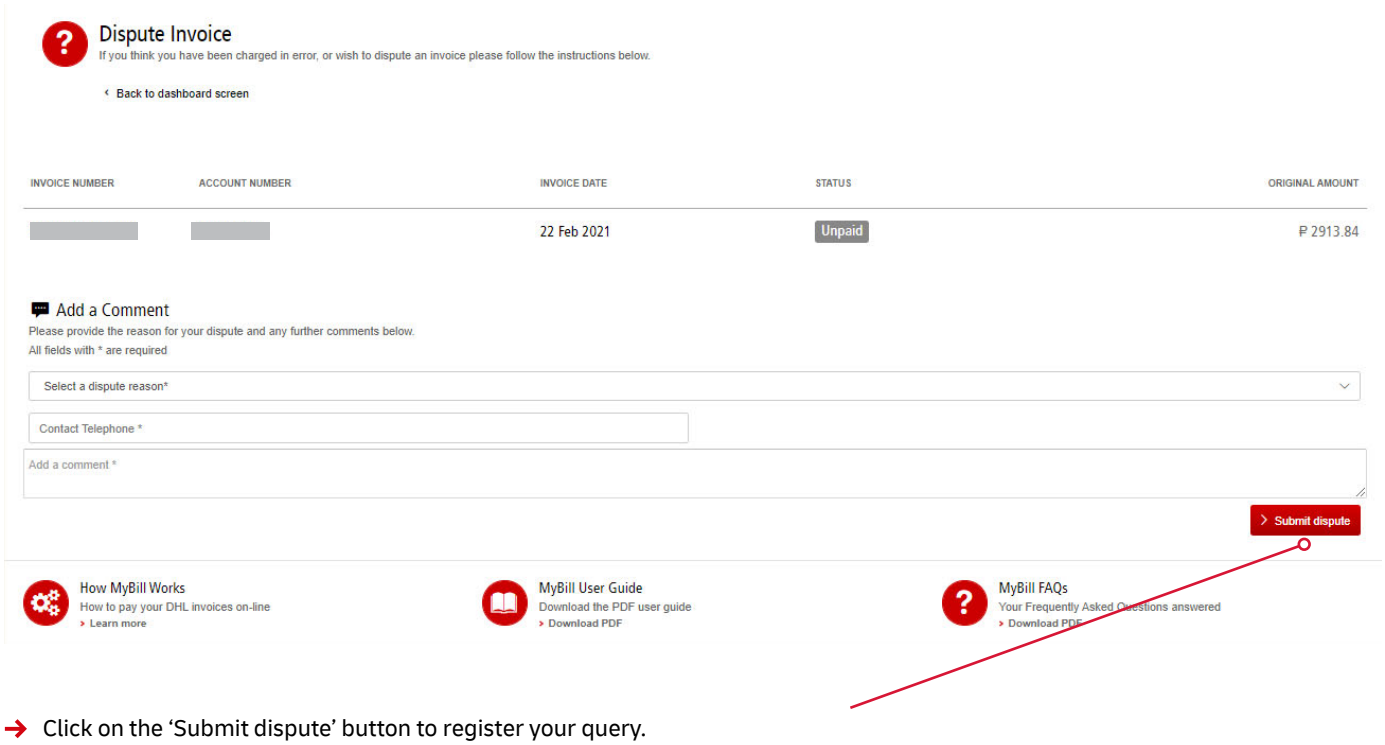
PLACING AN INVOICE INTO QUERY

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.

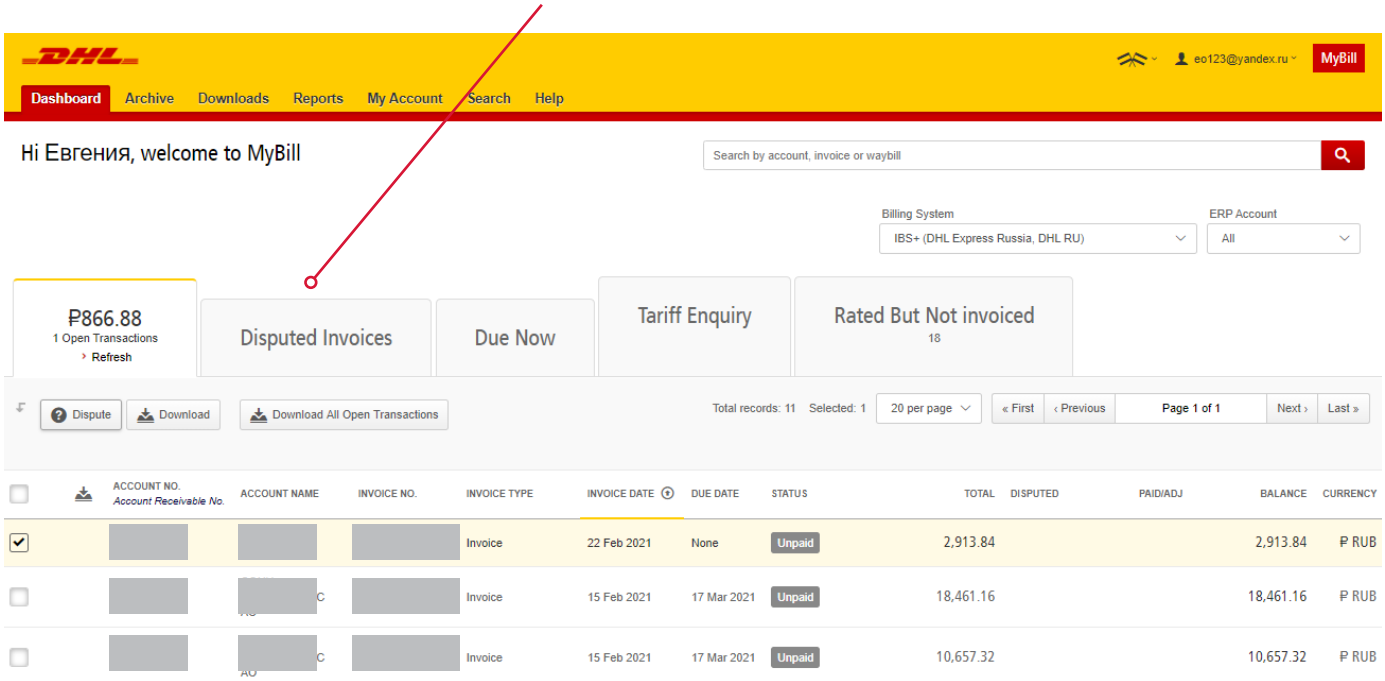


→ Within this section you can view existing queries or click on 'Create Dispute' to register a new query.



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

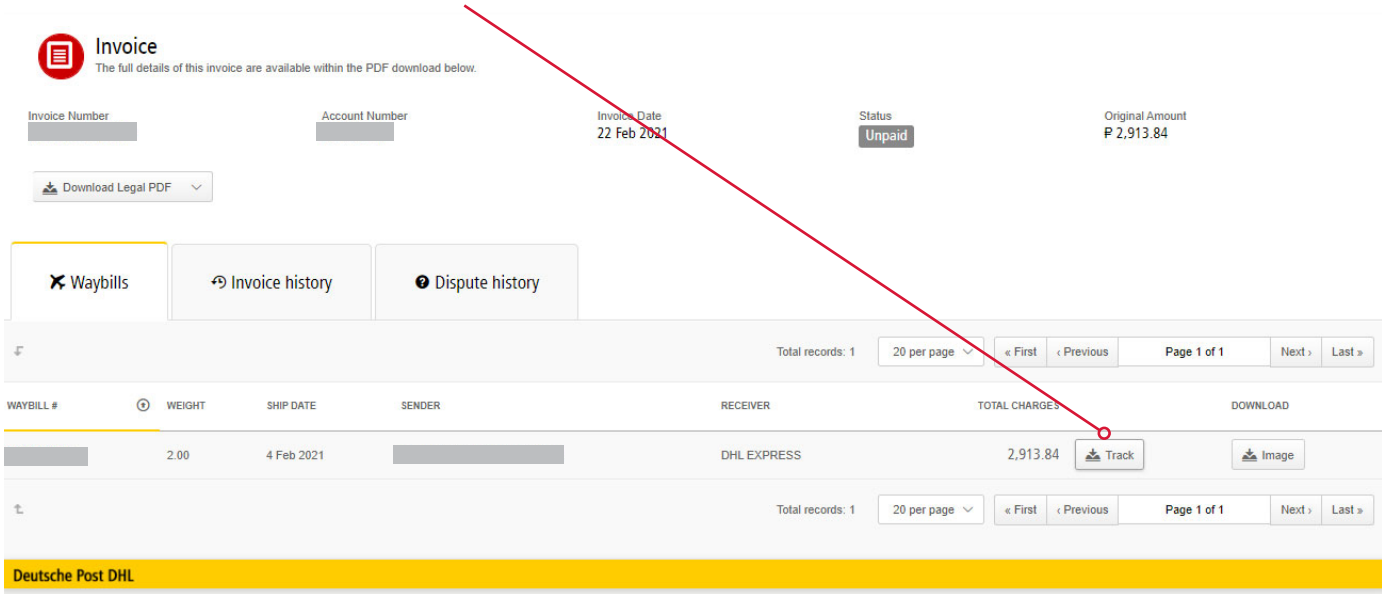
- A dispute reference will be displayed.
- The alternative method is to tick the checkbox against the invoice, which will display the additional buttons under tabs. Select the 'Dispute' button.



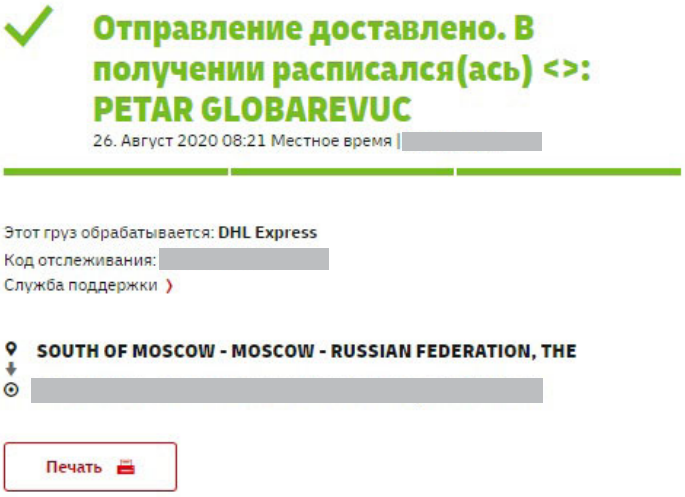
TRACK AND TRACE

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



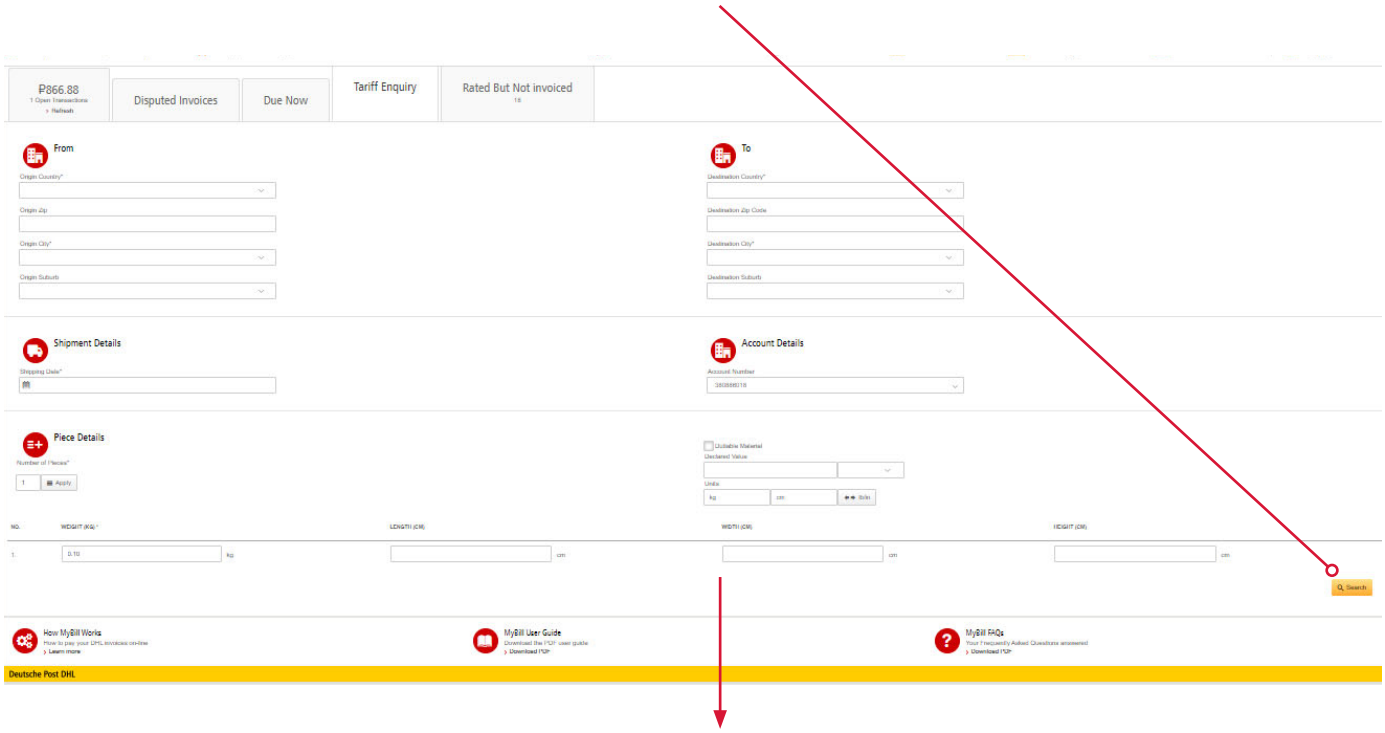
- This will open the tracking details.



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.

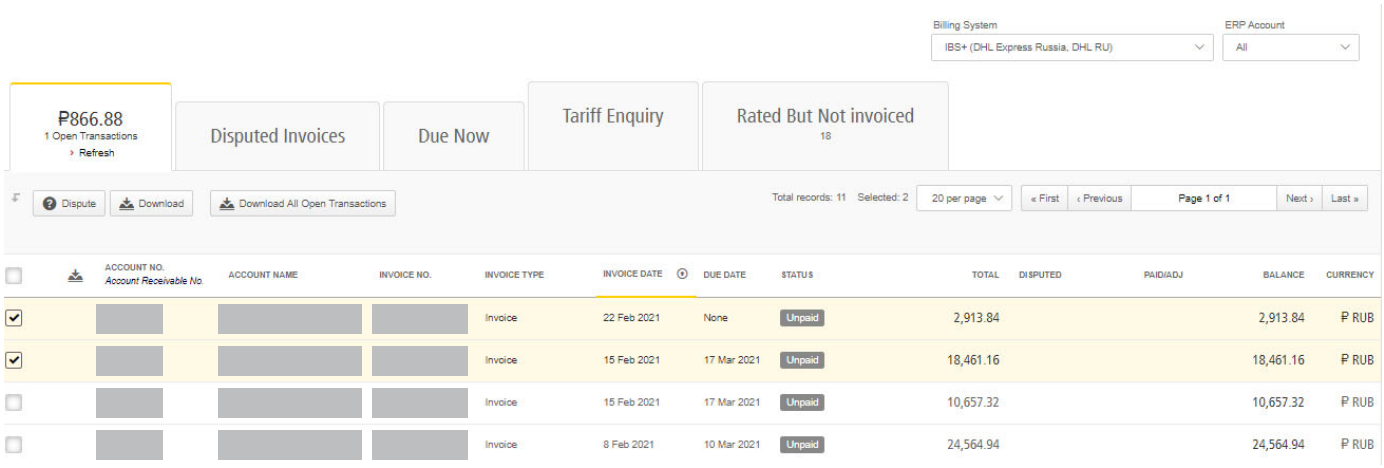
SERVICES	PRICE + TAX	TAX	BILLABLE WEIGHT
EXPRESS WORLDWIDE DOC	RUB 972.00	RUB 162.00	1.00 KG
EMERGENCY SITUATION	RUB 0.00	RUB 0.00	1.00 KG
FUEL SURCHARGE	RUB 116.64	RUB 19.44	1.00 KG
TOTAL	RUB 1088.64	RUB 162.00	1.00 KG

CUSTOMISED CSV FILES

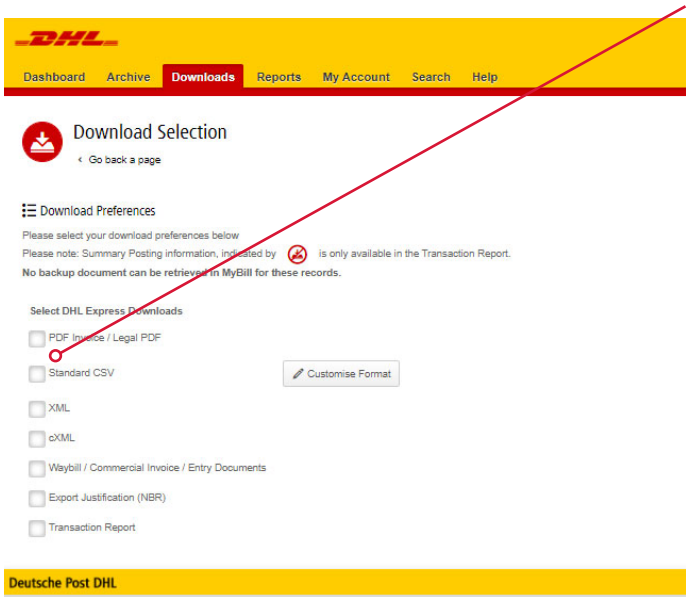
A full CSV file of the billing data is available, however, should you only require selected fields there is the flexibility to customise the file thereby reducing the extract to your specification and displaying the data in a set order. In addition, if you receive numerous invoices you are able to concatenate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

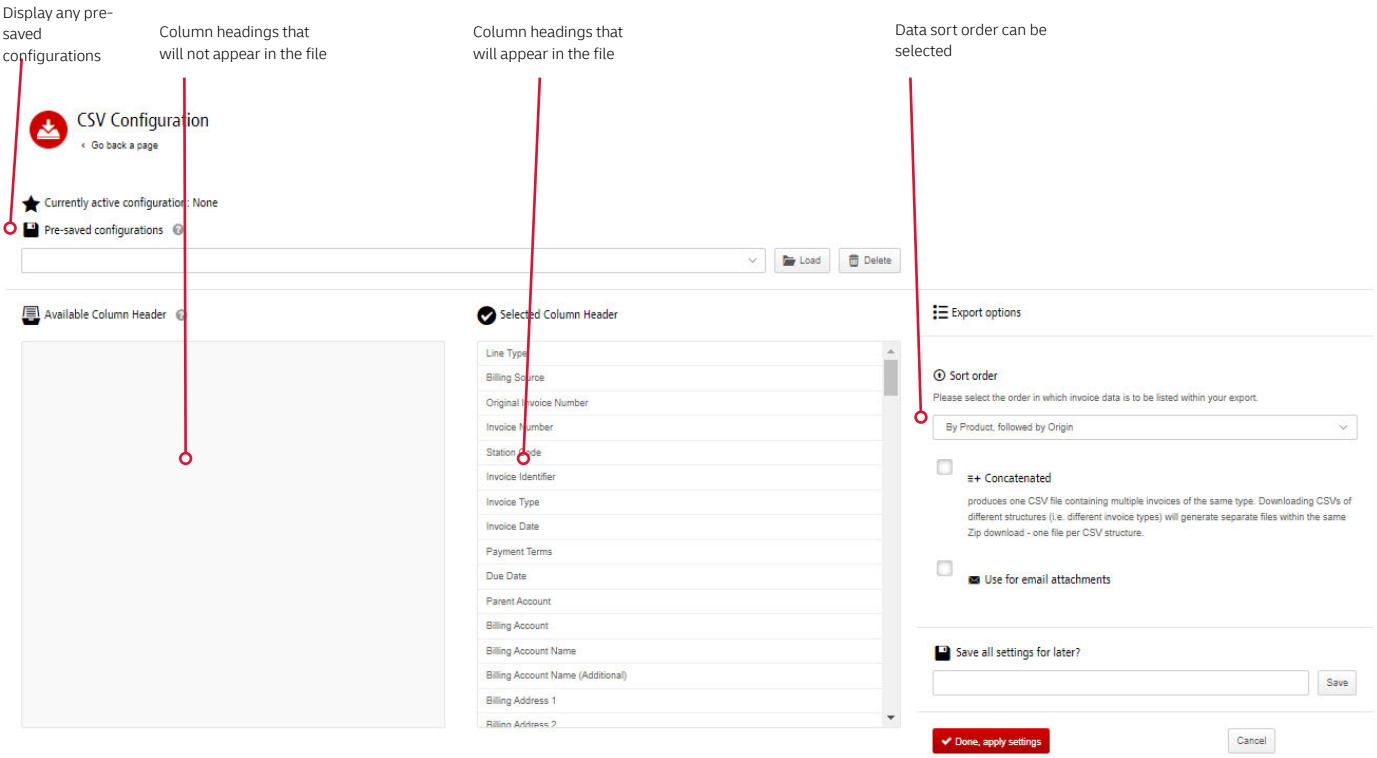


- Select the 'Download' button to initiate the 'Download Selection' page.
- Select the requirement by ticking the checkbox, followed by the 'Standard CSV' option.



- 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.



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

ARCHIVE AND DOWNLOADS

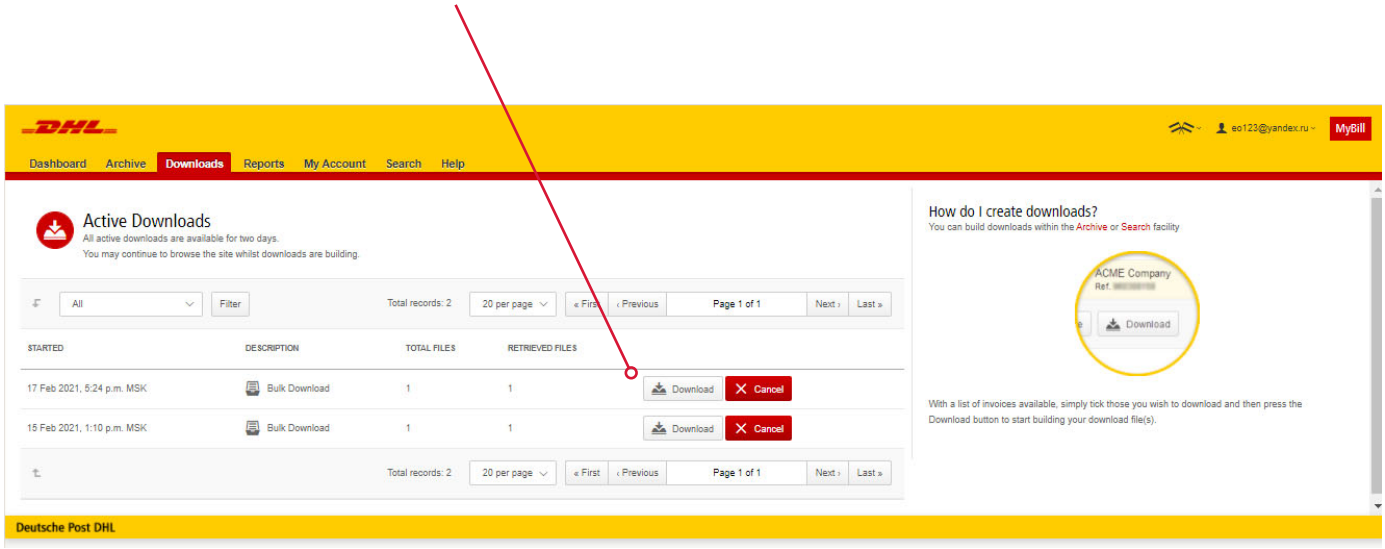
ARCHIVED INVOICES

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.

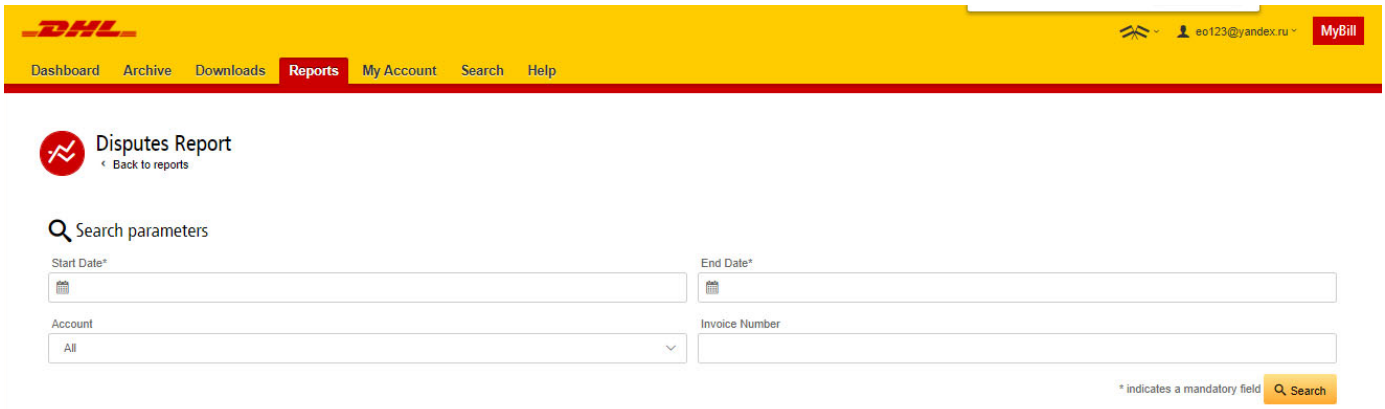


REPORTS

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.



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

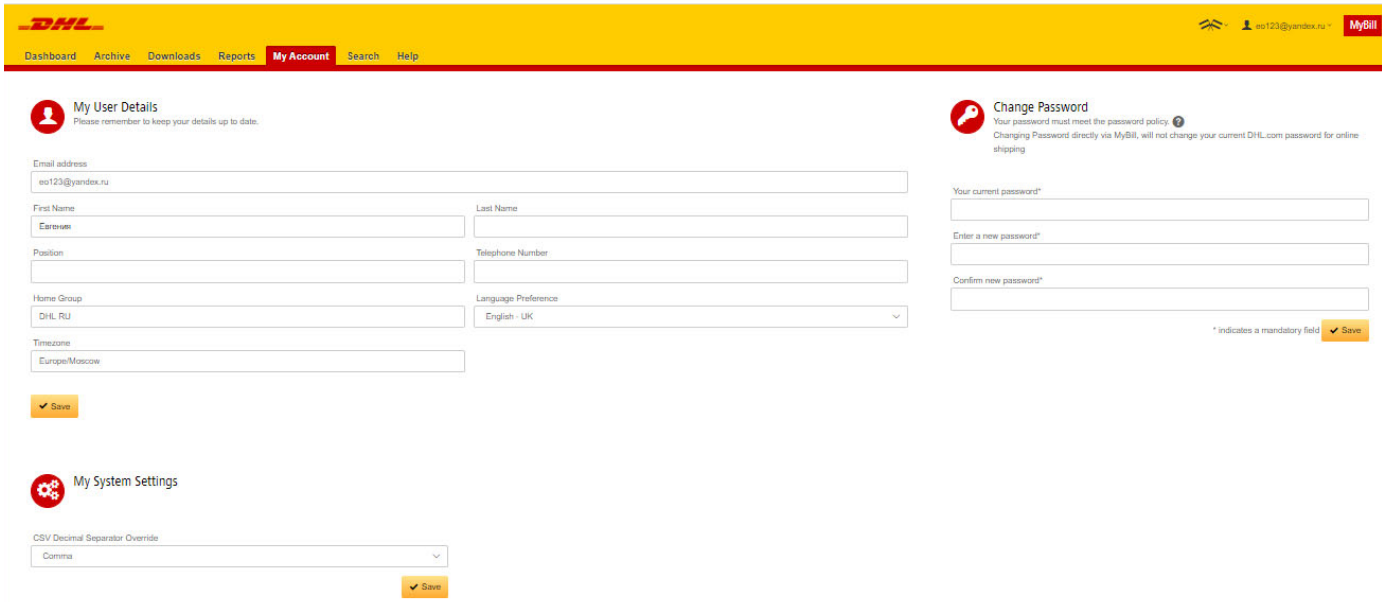
MY ACCOUNT

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

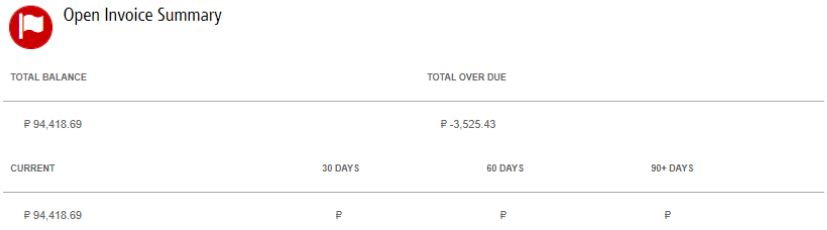
OVERVIEW OF YOUR ACCOUNTS

This screen provides an overview of your account.

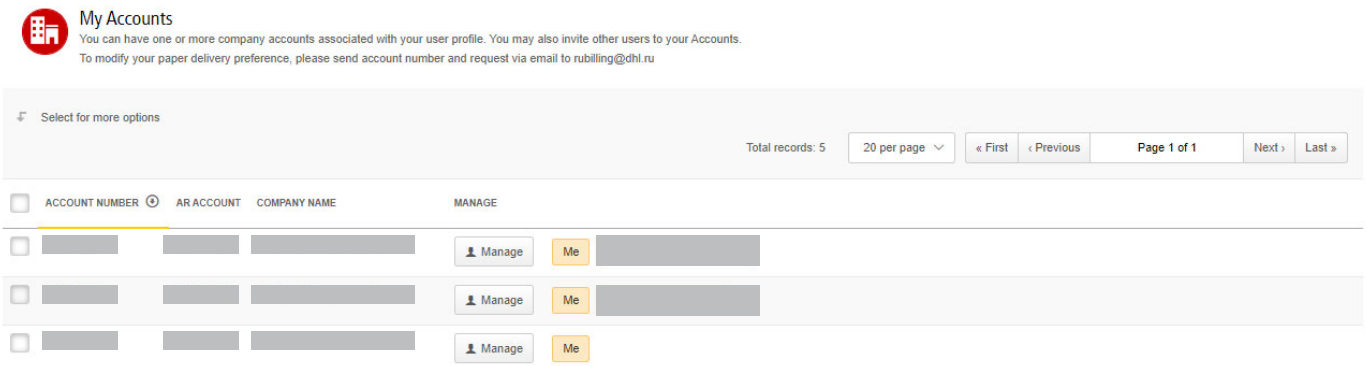
→ My User Details – change the password and decimal indicator.



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

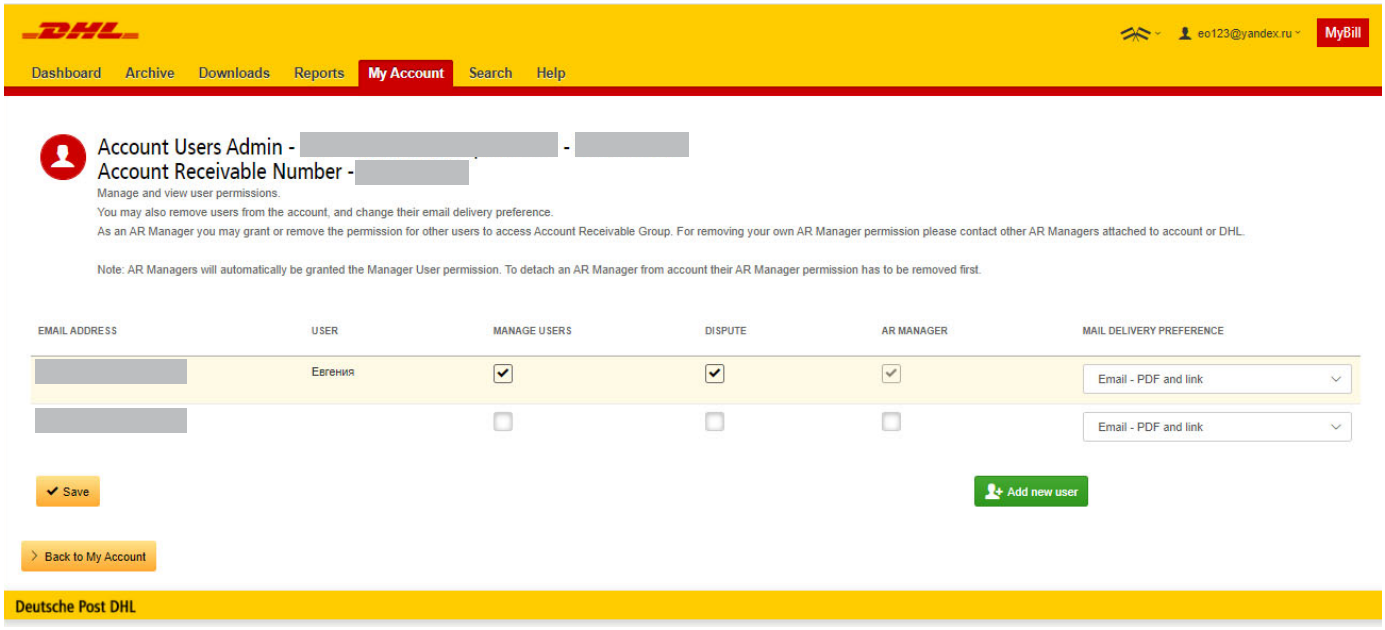


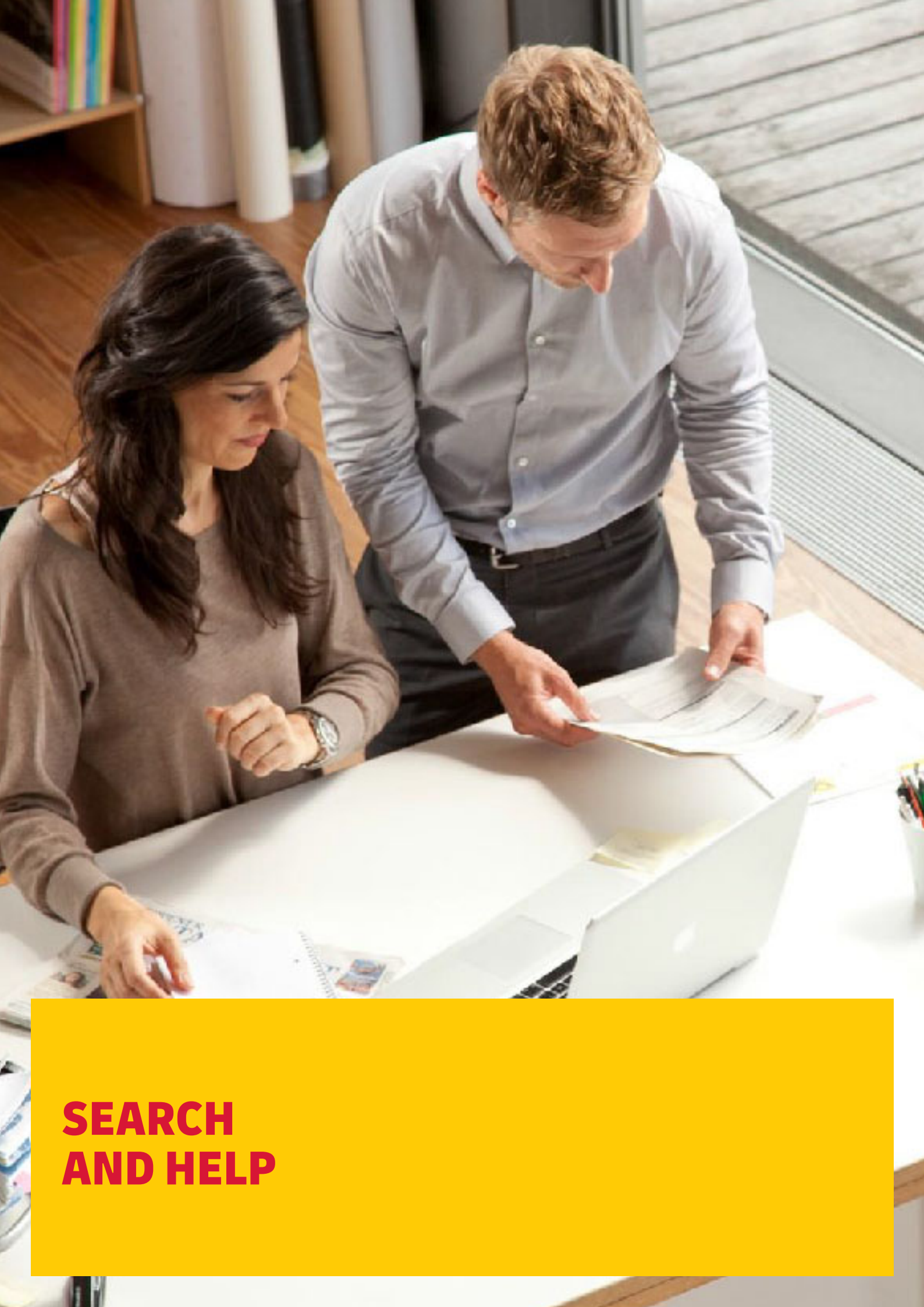
MANAGE RIGHTS



→ 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.

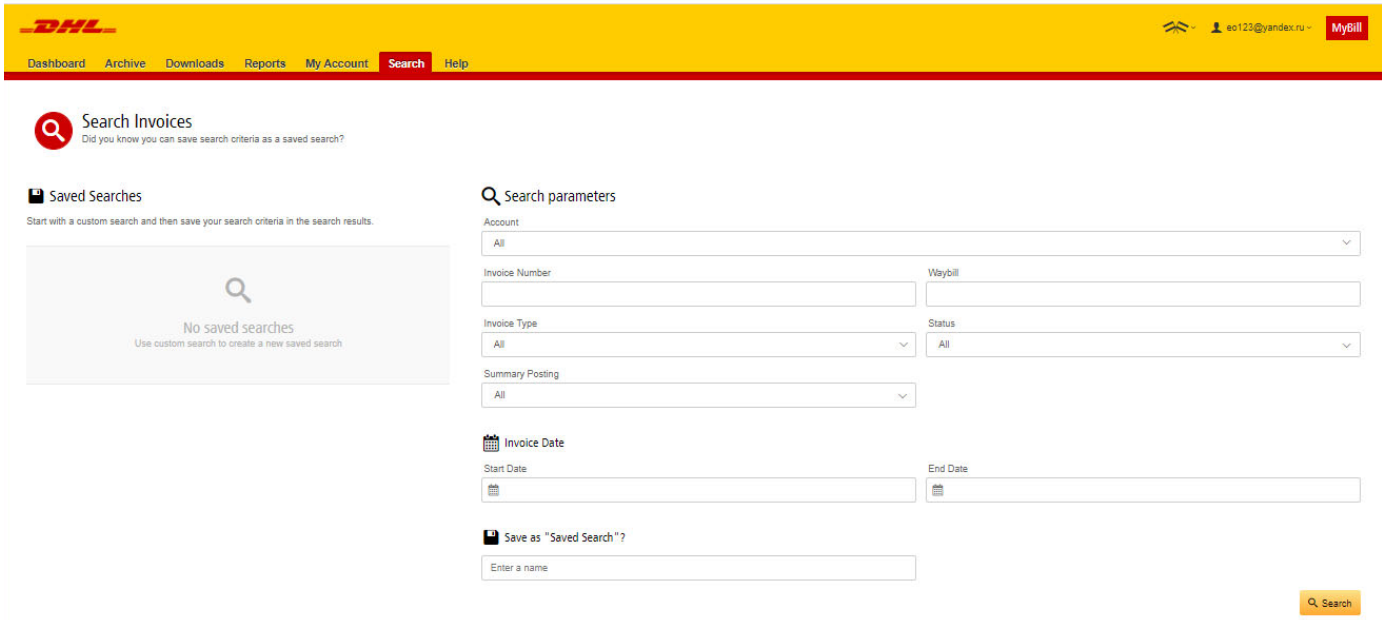


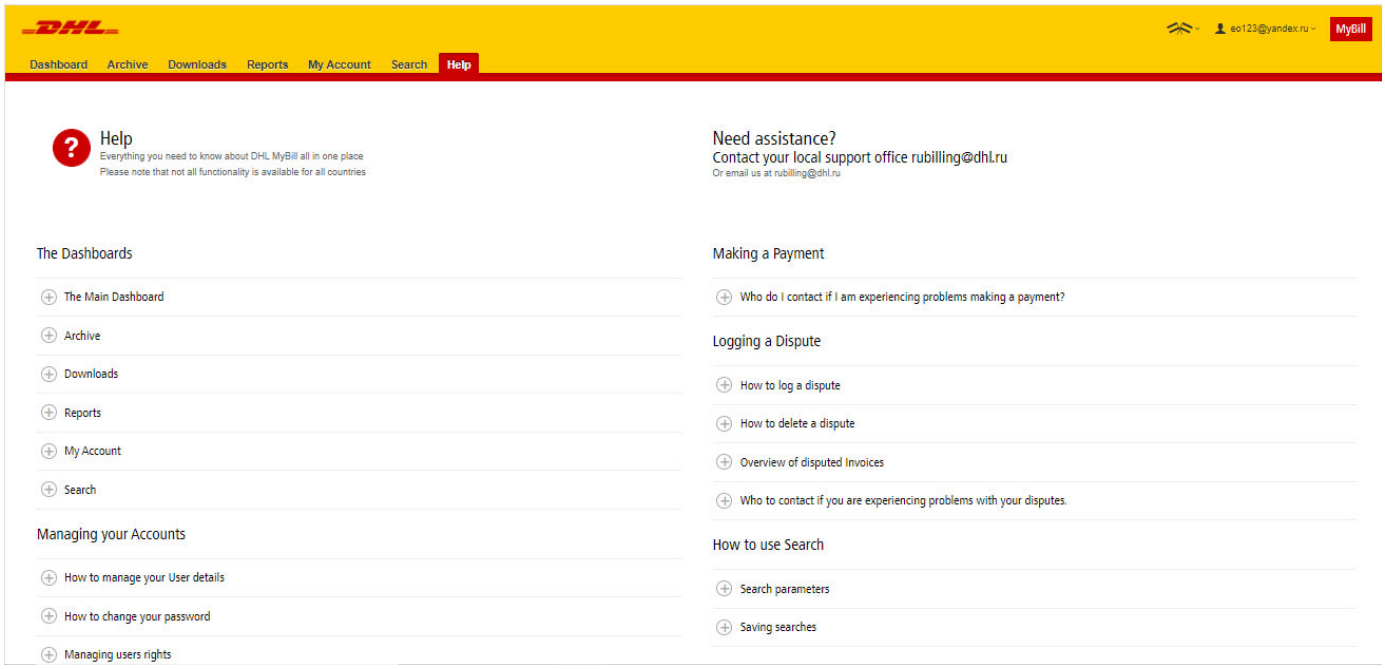


SEARCH AND HELP

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.