



FAQ

DHL MYBILL: E-INVOICE FAQs

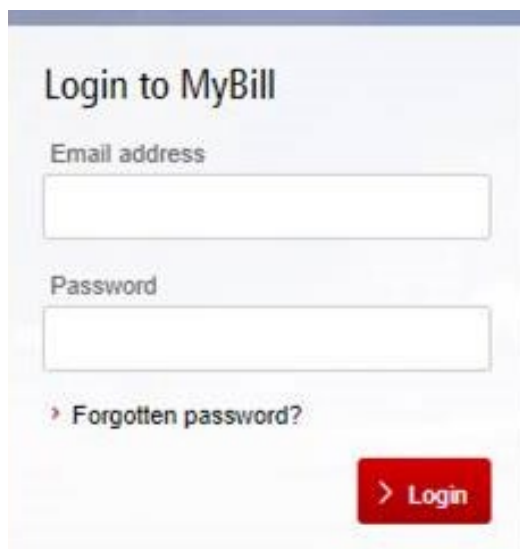
We hope that the most commonly asked questions listed below will make everything clear but if you have any questions that we haven't covered, we'll be happy to help.

HOW DOES DHL MYBILL WORK?

DHL MyBill is an e-invoicing portal that allows you to view and/or dispute your invoices online in a user-friendly manner. When an invoice has been raised, an e-mail notification is sent to you with the invoice attached in a PDF format and contains the link to the DHL MyBill website where you can view and download your invoice in several formats.

I AM REGISTERED, BUT I HAVE FORGOTTEN MY USERNAME AND PASSWORD. WHAT DO I DO?

Your username will be the e-mail address you registered. Your password is personal to you. If you have forgotten your password, simply enter your username in the DHL MyBill website and click on the 'Forgotten your password' hyperlink. An e-mail will be sent to you with a temporary password.



HOW CAN I VIEW MY INVOICE ONLINE?

Step 1 Click on the DHL MyBill link mybill.dhl.com/login/ and it will take you directly to the DHL MyBill website. Enter your e-mail and password.

Step 2 Within DHL MyBill you can view your invoice online.

Step 3 Click on the invoice to import the data downloads and view your invoice from the list.

WHAT FORMAT CAN I RECEIVE MY INVOICE IN?

Invoices can be downloaded in a variety of formats including PDF, XML, CSV file (for importing into other applications such as Excel). Please see below different types of CSV available in DHL MyBill:

CSV – details with multiple lines per waybill to split freight and surcharge on individual rows.

STANDARD CSV – details presented all in one line built for future development.

IS DHL MYBILL SECURE?

Yes, it is. We use a combination of digital signatures and powerful encryption technology to protect your account information.

WHAT SOFTWARE / HARDWARE MUST I HAVE TO USE DHL MYBILL?

Access to the internet is the only requirement you need to log into DHL MyBill and Adobe Acrobat to view the invoice.

I AM NOT RECEIVING MY INVOICE. WHAT DO I DO?

Please ensure that your spam/junk filters do not block emails from the following address: rubilling@dhl.ru.

MY EMAIL ADDRESS HAS CHANGED. WHAT DO I NEED TO DO TO ENSURE I STILL RECEIVE MY INVOICES?

To solve any issues of using DHL MyBill, please call us at +7(495) 956 1000 or e-mail at rubilling@dhl.ru.

HOW DO I ADD OR REMOVE EMAIL ADDRESSES?

Contact us at rubilling@dhl.ru.

WHAT INVOICES WILL BE AVAILABLE ONLINE?

Your online history will start with the first invoice you receive electronically. There will be no history available for invoices received prior to registration.

AM I ABLE TO VIEW WAYBILLS ONLINE?

Yes. Simply click on the hyperlink for the waybill to view the image. Should an image not be available, please contact DHL.

CAN I QUERY MY INVOICE ONLINE?

Yes, to register an enquiry against your invoice(s) please complete the following actions:

- Click on the invoice number in question
- Click on the 'Create Dispute' icon
- Complete the information within the query details screen followed by the 'Submit dispute' button.

The information you enter will be sent to DHL for full investigation. For a more detailed explanation of how to follow this process, please refer to the user guide section "Placing an invoice into query".

CAN I UPDATE MY COMPANY DETAILS ONLINE?

For the time being any change to your official company data has to be done via Customer Accounting team or your Sales Executive. You can change your language preference for DHL MyBill and your password online (see My Account tab).

HOW CAN I SEE THAT MY INVOICE HAS BEEN PAID?

Once an invoice has been paid the invoice will be marked as closed and will be moved to the 'Archive' tab.

CAN I SEE THE PAYMENT DETAILS ON DHL MYBILL?

Yes. The online history will display the payment transaction reference and total paid.

CAN I PAY FOR MY INVOICE ONLINE?

This option is currently not available.

STILL HAVE A QUESTION?

Call us at +7 (495) 956 1000 or e-mail us directly at rubilling@dhl.ru.