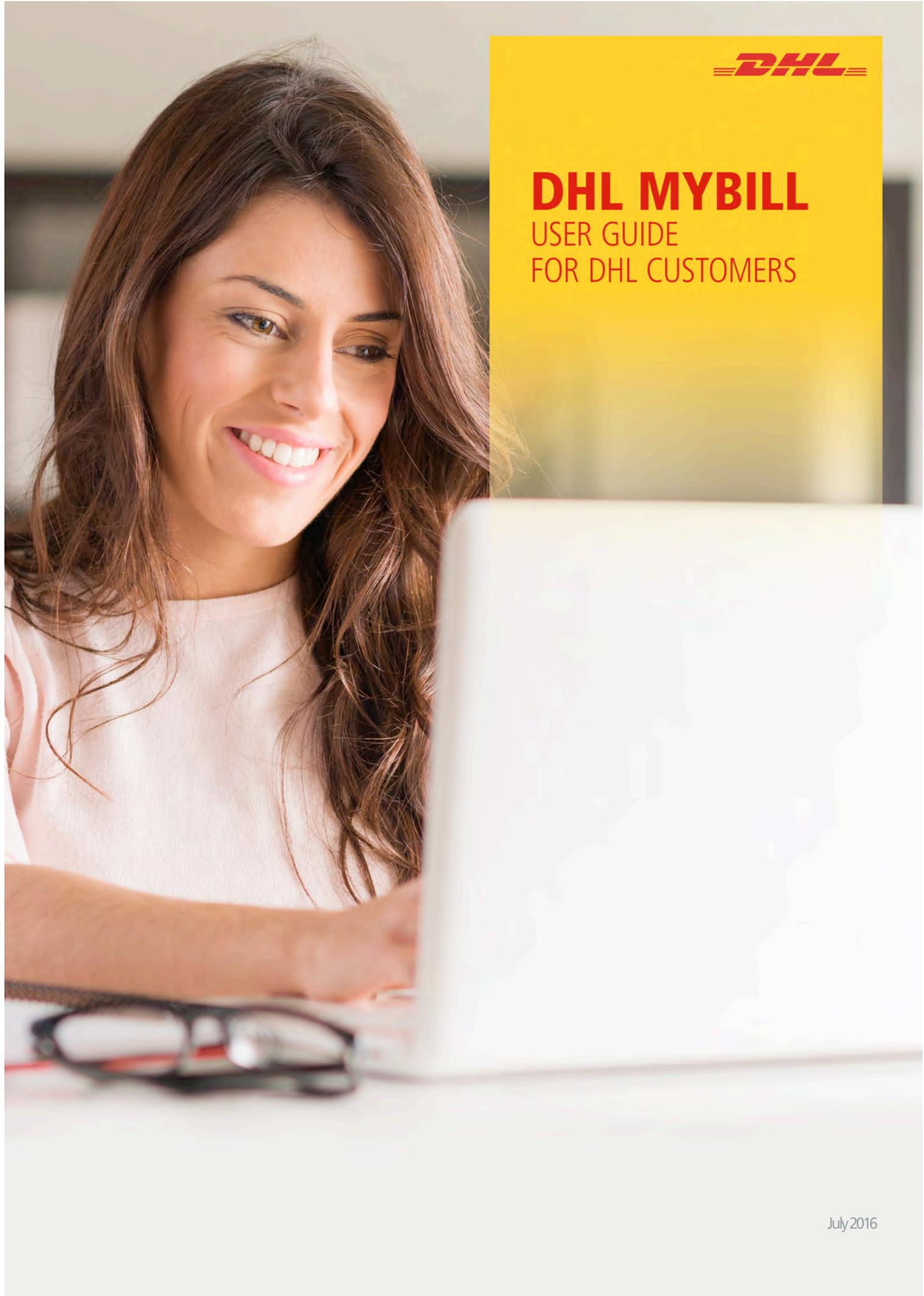




DHL MYBILL

USER GUIDE
FOR DHL CUSTOMERS





Copyright

© 2016 D+H Global Transaction Banking Solutions All rights reserved.

PROPRIETARY AND CONFIDENTIAL - This document contains information, which contains Confidential and Know How property of D+H Global Transaction Banking Solutions. Disclosure to or use by persons who are not expressly authorized in writing by D+H Global Transaction Banking Solutions is strictly prohibited.

D+H Global Transaction Banking Solutions reserves the right to alter the specifications and descriptions in this publication without prior notice. No part of this publication shall be deemed to be part of any contract or warranty unless specifically incorporated by reference into such contract or warranty.

All brand or product names are the trademarks or registered trademarks of their respective holders.

The information contained herein is merely descriptive in nature, and does not constitute a binding offer for the license of the product described herein.

Contents

1 Introduction.....	1
2 Logging In.....	1
3 Signing up to Use MyBill	1
4 A Tour of the Screens	4
4.1 Title Bar	4
4.2 Dashboard	4
4.3 Archive.....	6
4.4 Downloads.....	6
4.5 Reports	7
4.6 My Account.....	7
4.7 Search	8
5 Managing Your Accounts	8
5.1 How to Manage Your User Details	8
5.2 How to Change Your Password.....	9
5.3 Managing User Rights	9
5.4 How to Add a User.....	10
5.5 How to Remove a User.....	11
5.6 Who to Contact If You Experience Problems Logging in to MyBill	11
6 Viewing and Downloading Invoices.....	11
6.1 How to View and Download Invoices.....	11
6.2 How to View and Download Waybills	13
6.3 How to Customize Your CSV File.....	15
7 Making a Payment.....	17
7.1 How to Set up an Account in the Total Transact Wallet	17
7.2 Making a Payment.....	18
7.3 How to Set up AutoPay on Your Account.....	20

7.4 How to Remove a Wallet Account	21
7.5 Who to Contact If You Experience Problems Making a Payment	22
8 Logging a Dispute	22
8.1 How to Log a Dispute	22
8.2 How to Delete a Dispute	23
8.3 Overview of Disputed Invoices	23
8.4 Who to Contact If You Experience Problems With Disputes	23
9 How to Search	24
9.1 Search Parameters	24
9.2 Saving Searches	24

1. Introduction

This guide describes the functionality of the DHL MyBill system for customers.

2. Logging In



To log in to the DHL MyBill system, open the link below in your web browser:

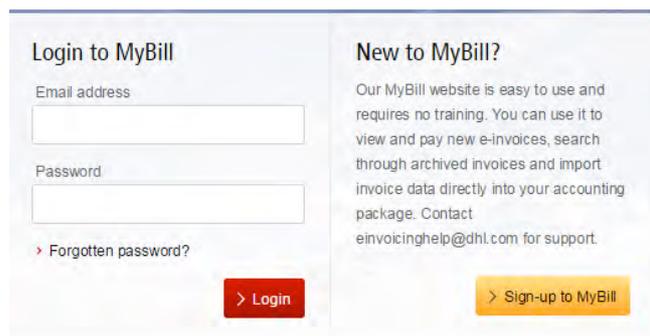
<https://mybill.dhl.com/login>

If you are already enrolled to use MyBill:

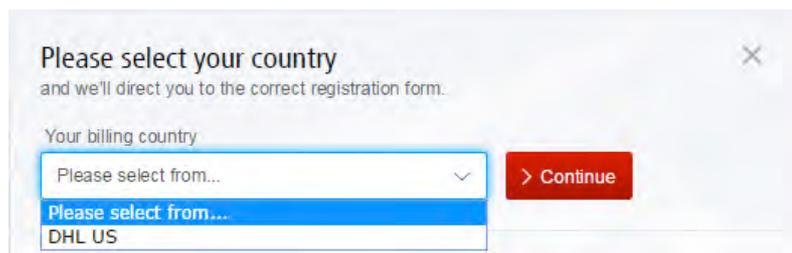
Enter your email address in the Email Address box and type your password in the Password box and then click Login.

3. Signing up to Use MyBill

If you are not yet enrolled and want to begin the process of signing up for MyBill, click on the Sign-up to MyBill button.



You will now be asked to select your billing country. Once you do so, click Continue.



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'd like to use to view the DHL MyBill system
- Your DHL Import Express Account Number that begins with "9"

Company Name

- Postal Address – Up to three lines are provided
- Town/City
- Zip Code

Contact Details

- First Name
- Last Name
- Telephone Number
- Position – The Contact's role within your company
- Email Address – This will be used to send them electronic invoice documents and notifications
- Confirm Email – Retype the email address to confirm that it is correct

Your Last DHL Bill

This information is used to help verify your account but is not required.

- Last DHL Invoice Number
- Grand Total – The grand total of your last DHL bill

At the bottom of the screen are two checkboxes.

The first is checked by default to confirm that you agree to stop receiving paper invoices and only receive invoices via the electronic MyBill system. If you agree, please leave this box checked.

The second checkbox is not filled. Click this checkbox to confirm that you agree to the DHL Terms and Conditions. You can view these by clicking the red Terms and Conditions text next to the checkbox. This information will open in a new tab or window, depending on your Internet browser settings. You must check this box before you can proceed with your MyBill signup.

The screenshot shows the DHL MyBill registration interface. At the top, there's a navigation bar with the DHL logo, language options (English - US), and a MyBill link. Below this is a hero image of a man at a computer with a 'REGISTER AND GET STARTED WITH MYBILL' button. The main content area is divided into several sections:

- Login to MyBill:** Includes fields for Email address and Password, a 'Forgotten password?' link, and a 'Login' button.
- Register your account:** Explains that the MyBill hub gives access to invoices and on-line payments. It includes a 'Language preference*' dropdown (set to English - US) and a 'Your DHL Account Number*' field. A note states: 'Please register one account at a time. Once the 'Save and Continue' button is clicked, you will have the opportunity to register additional accounts.'
- Company details:** Includes a 'Company Name*' field and three 'Address' lines (line 1, line 2, line 3). It also has 'Town / City*' and 'Postcode / Zip*' fields.
- Contact details:** Includes 'First Name*', 'Last Name*', 'Telephone Number*', 'Position*', 'Email Address*', and 'Confirm Email*' fields.
- Your last DHL bill:** Includes 'Latest DHL Invoice Number' and '- and its Grand Total' fields.

At the bottom, there are two checkboxes:

- 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.
- I agree to the DHL Terms and Conditions*

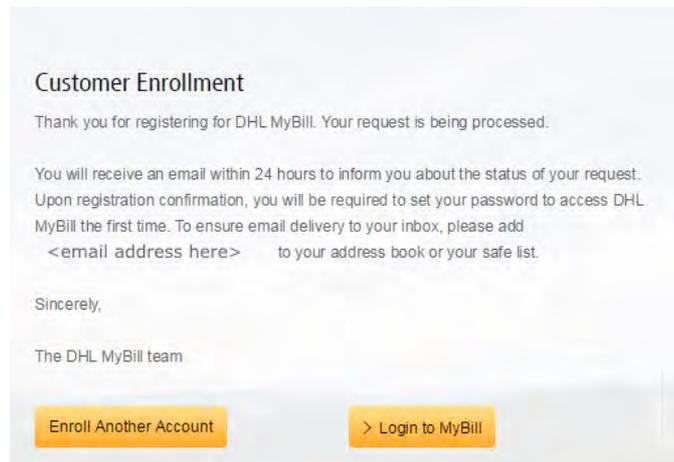
 A red 'Save and Continue' button is present, with a note that an asterisk indicates a mandatory field.

Additional information on the right side of the form includes a 'What's my account number?' section with a note that the account number is found in the top right of the latest DHL invoice, and a circular graphic showing invoice details:

- Invoice Number: LBA12306
- Invoice Date: 30 June 2008
- Number of Pages: 1 of 2
- For Invoice Enquiries: 0800 400 375
- Telephone: 035 9031 5199
- Page: www.dhl.co.uk/billingservices

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

You should receive an email within 24 hours to update you on 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). Please make sure that you add this address to your safe senders list to avoid MyBill emails being filed as spam or junk mail.

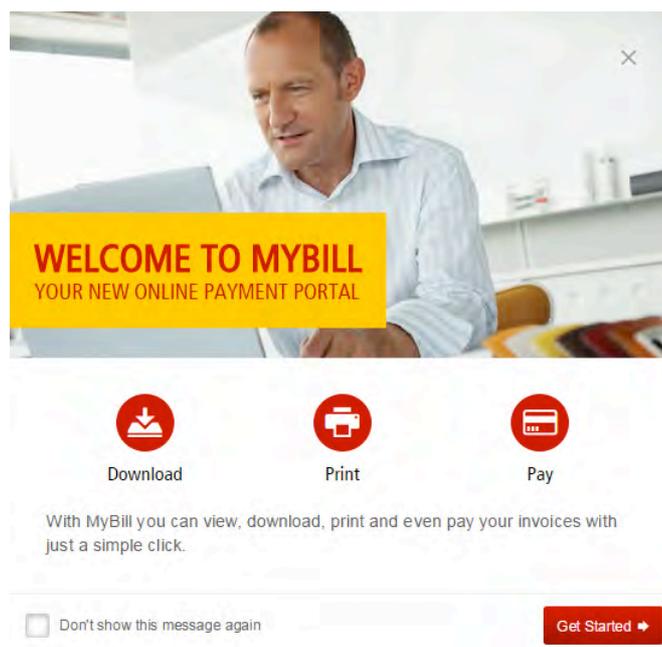


Once your request has been approved, the email will contain a link to click on to set your password for logging in to MyBill.

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 checking the Don't Show This Message Again box in the lower left of the pop-up



4. A Tour of the Screens

4.1 Title Bar



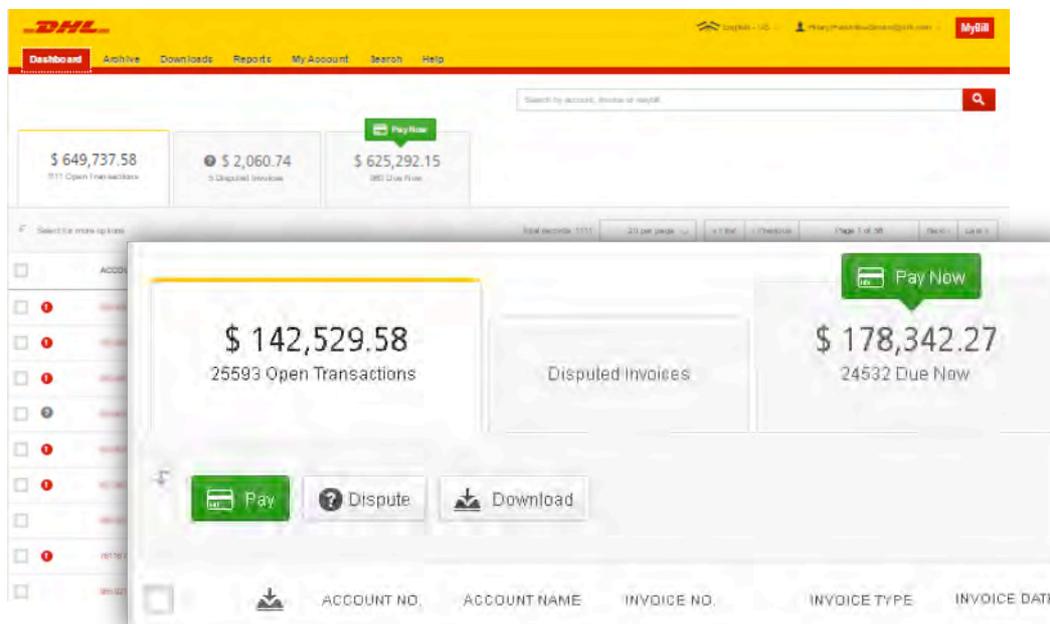
The title bar appears above all screens in the MyBill system and provides an easy way to navigate between the different MyBill screens. Depending on your permissions, the following tabs may be available:

- Dashboard – Takes you to the main Dashboard you arrive at after logging in
- Archive – Takes you to the Archive screen for invoices that have already been processed
- Downloads – Takes you to the Downloads screen, where you can view and retrieve active downloads
- Reports – Takes you to the Reports screen, where you can generate and view dispute reports
- My Account – Takes you to the My Account screen, where you can change your MyBill account settings
- Search – Takes you to the Search screen, where you can search for invoices
- Help – Takes you to an online version of this guide

In the top right of the bar, you also have two additional options.

- Clicking on the 'flags' symbol allows you to change the language in which MyBill is currently displayed
- Clicking on your email address gives you quick access to the My Account screen and the Logout option to return to the MyBill login screen.

4.2 Dashboard



Once you have logged in to MyBill, you will be redirected to the main Dashboard screen. From here you can navigate to numerous screens, including Archive, Downloads, Reports, My Account and Search.

In the main Dashboard, your invoices are divided into three categories:

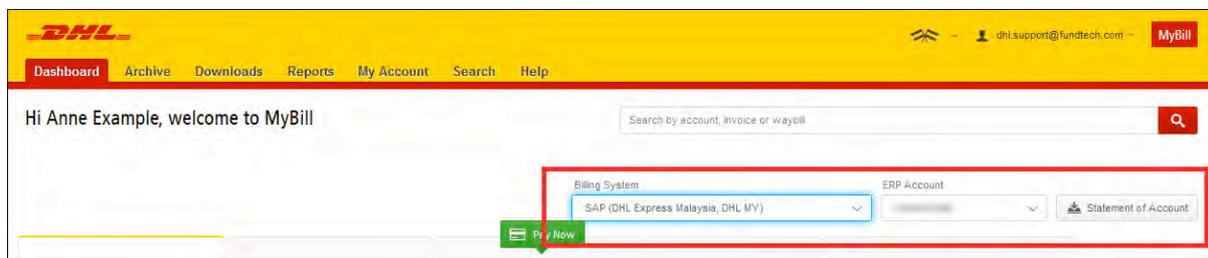
- Open Transactions - These are the invoices with outstanding balances that require payment
- Disputed Invoices - All open disputed invoices can be found here
- Due Now - Here you will find an overview of invoices for which payment is due or overdue

**Please note that not all billing systems will be enabled with these features, so you might not have exactly the same tabs available on your screen.*

4.2.1 Statement of Account

The Customer Dashboard now allows you to download 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 users with AR Manager Privileges are presented with the Statement of Account button.



To download a Statement of Account:

- Log in to MyBill as a customer with AR Manager permission
- On the Dashboard page, select a Billing System and ERP Account (the results on the dashboard will be filtered by the selected Billing System and ERP Account)
- Click the Statement of Account button
- Download a PDF containing an official DHL Statement of Account

The Dashboard also now displays a Download All Open Transactions button at the top of the invoice results. Click this to download all your open transactions to a CSV file.

4.3 Archive

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ.	BALANCE
	E-billing		Customs invoice	May 7, 2015	None	Closed	\$ 311.76	\$ 0.00	\$ 311.76	\$ 0.00
	E-billing		Customs invoice	April 23, 2015	None	Closed	\$ 80.31	\$ 0.00	\$ 80.31	\$ 0.00
	E-billing		Invoice	April 22, 2015	None	Closed	\$ 98.68	\$ 0.00	\$ 98.68	\$ 0.00

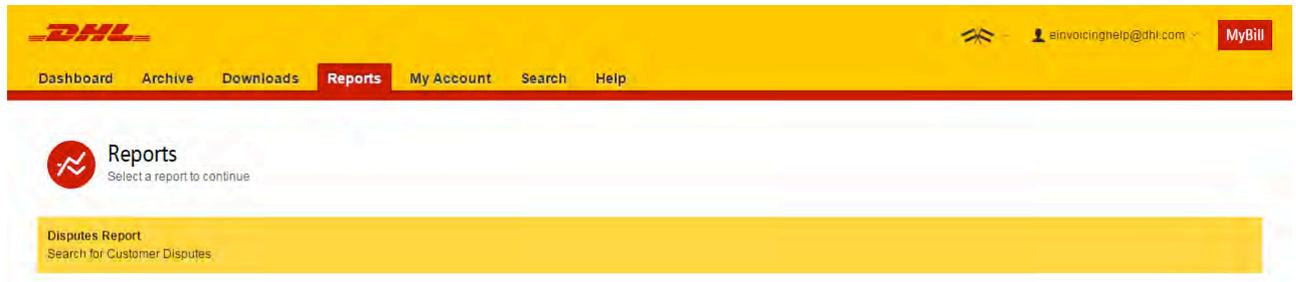
The Archive screen is an overview of all invoices that have been paid. Once an invoice has been paid it will automatically be removed from the main Dashboard screen and moved to the Archive screen. No further action is required for these invoices.

4.4 Downloads

STARTED	TOTAL FILES	RETRIEVED FILES
April 14, 2015, 4:24 a.m. MDT	3	3
April 17, 2015, 3:27 a.m. MDT	2	2
April 17, 2015, 3:29 a.m. MDT	1	1
May 8, 2015, 5:30 a.m. MDT	3	3
May 22, 2015, 4:31 a.m. MDT	2	2

In the Downloads screen you will find all your recent downloads created using the Archive or Search functions. Downloads will be available for a limited number of days before they are removed. For more details on how to download invoices, go to the Viewing and Downloading Invoices section.

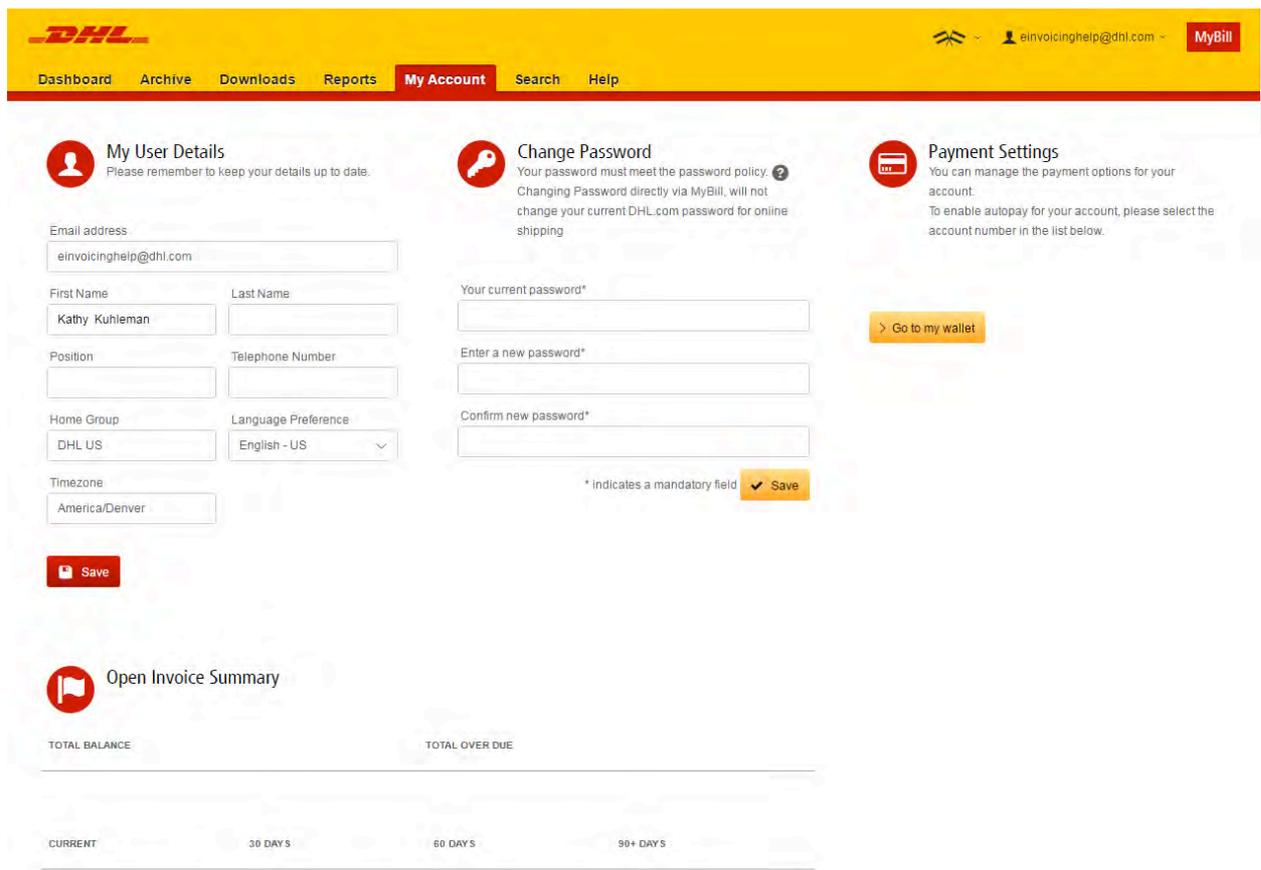
4.5 Reports



In the Reports screen, you can run a Dispute Report, which will allow you to create an overview of all logged disputes. For more information on the Dispute Report, go to the Logging a Dispute section.

4.6 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. For more details on managing your account, go to the Managing Your Accounts section.



4.7 Search

In the Search screen, you can customize your search parameters as well as save them for future use. For more information on search options, go to the How to Search section.

5 Managing Your Accounts

5.1 How to Manage Your User Details

Should you wish to change your User Details, such as your Telephone Number or Language Preference, you can do this in the My Account screen. Change the details that require adjusting and click the Save button.

5.2 How to Change Your Password

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 in order to successfully create a new password.

Change Password
Your password must meet the password policy. ?

Your current password*

Enter a new password*

Confirm new password*

* indicates a mandatory field

5.3 Managing User Rights

Go to the My Account screen and scroll down to the My Accounts overview. If there is a Manage button next to an account, this means you have managing rights for that account. If there is no Manage button next to the account, then you do not have managing rights for that account.

My Accounts
You can have one or more company accounts associated with your user profile.
You may also invite other users to your Accounts.
[Upload new users](#)

Select for more options

<input type="checkbox"/>	ACCOUNT NUMBER	AR ACCOUNT	COMPANY NAME	MANAGE
<input type="checkbox"/>	1 000 000 000		Print & Post/Standard register	<input type="button" value="Manage"/> <input type="button" value="Me"/>

5.4 How to Add a User

Go to the My Account screen and scroll down to the My Accounts overview. Click the Manage button next to the account you wish to add a user to. You will be redirected to the Account Users Admin screen. Click the Add New User button.



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, including First and Last Name, Telephone Number, Position and Language Preference.

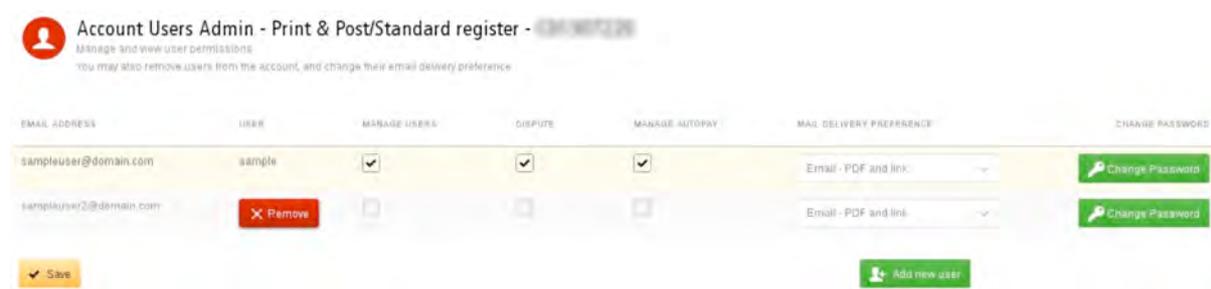
When you have entered these details, click the Save button. You will then be redirected back to the Account Users Admin screen, where you will be advised as to whether your request has been successful.



5.5 How to Remove a User

Go to the My Account screen and scroll down to the My Accounts overview. Click the Manage button next to the account you wish to remove the user from.

Position your mouse pointer to hover over the name of the user you wish to remove, and a Remove button will appear. Click the Remove button to remove that particular user from the account.



5.6 Who to Contact If You Experience Problems Logging in to MyBill

If you are experiencing problems logging in to MyBill, please contact us at einvoicinghelp@dhl.com

If you require assistance with your account settings or user rights, please contact us at 1-800-722-0081, or send an email to online.bill@dhl.com.

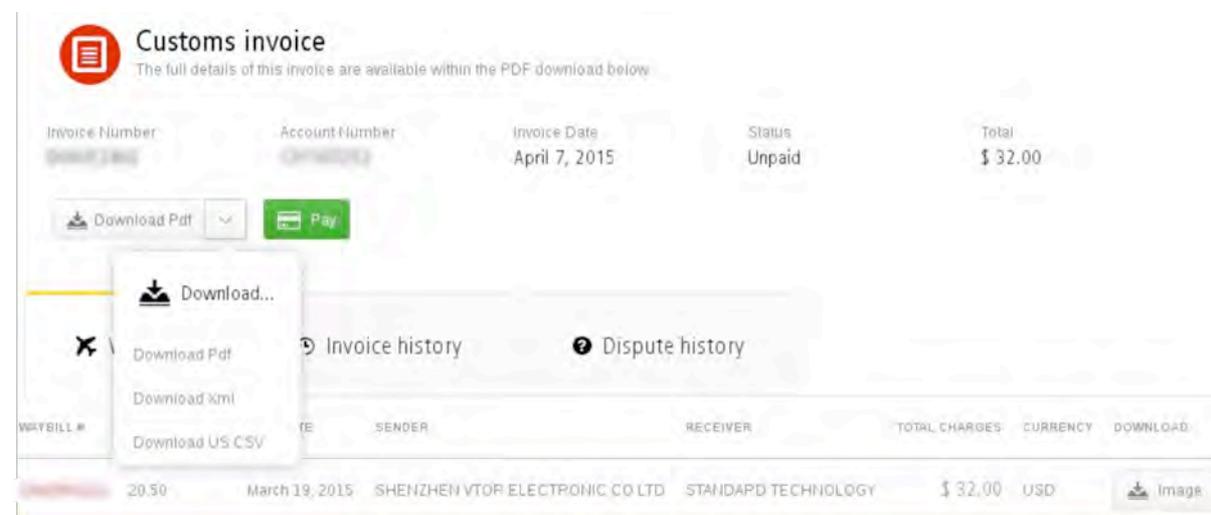
6 Viewing and Downloading Invoices

6.1 How to View and Download Invoices

There are several ways to download invoices, whether you select one at a time or multiple invoices simultaneously.

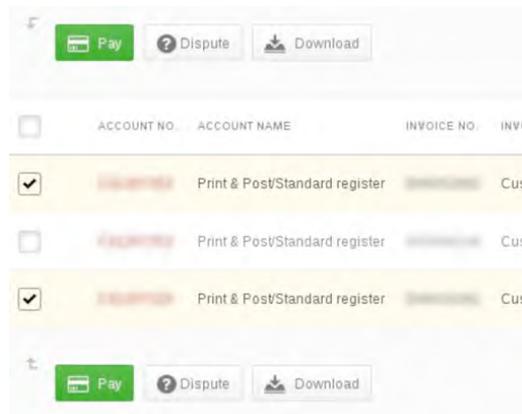
6.1.1 Single Invoices

To download a single invoice, simply click on the invoice line and it will redirect you to the Invoice screen. If you wish to simply download the PDF, click the Download PDF button. If you would like to download the invoice in a different format (CSV, XML), select the dropdown menu and choose your preferred format.

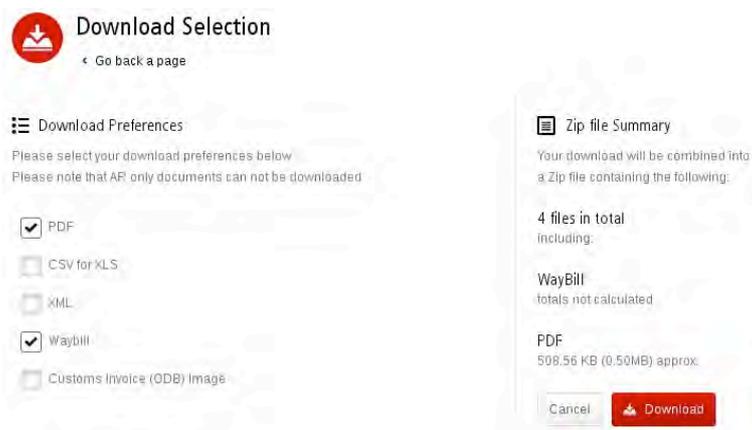


6.1.2 Multiple Invoices

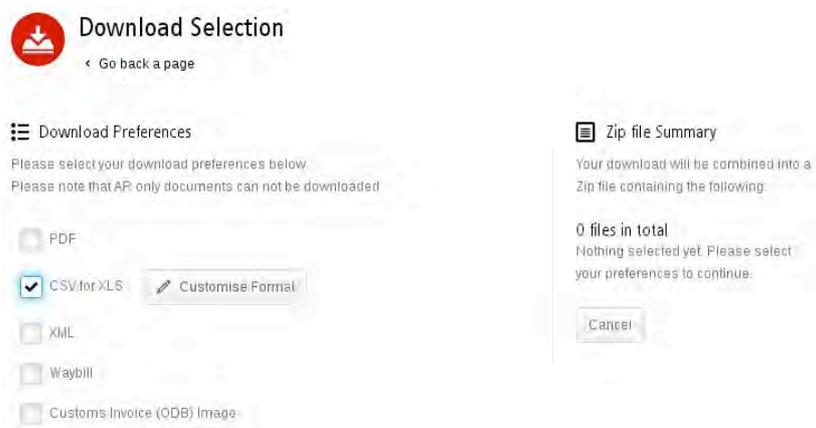
In order to download multiple invoices simultaneously click on the checkboxes next to the invoices you wish to download and select the Download button that will then appear.



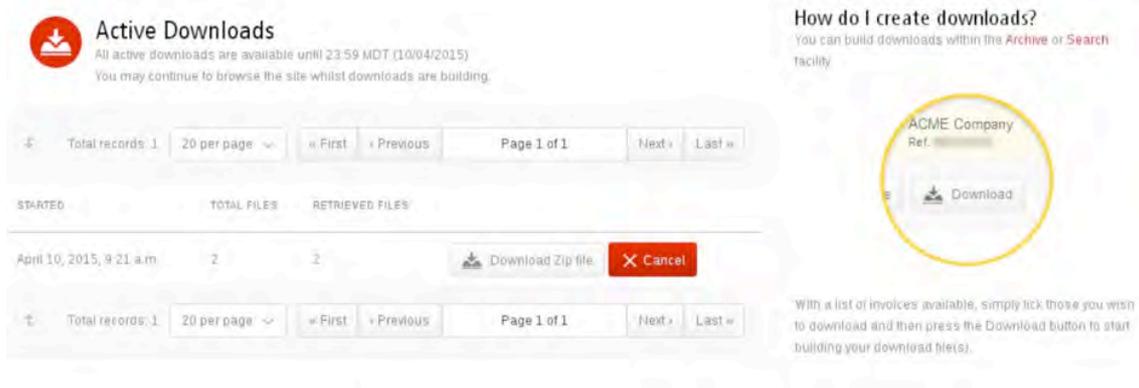
You will then be given the option to choose your preferred format – PDF, CSV, XML, Waybill or Customs Invoice (ODB) Image (in the event you are downloading a Customs Invoice). Choose the format you wish to download and then select the Download button, which will appear on the right-hand side of the screen. Please note the Download button will only appear once Download Preferences have been selected.



If you choose the CSV for XLS format, a Customize Format button will appear. For further details on how to customize your CSV format, go to the How to Customize Your CSV File section.



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

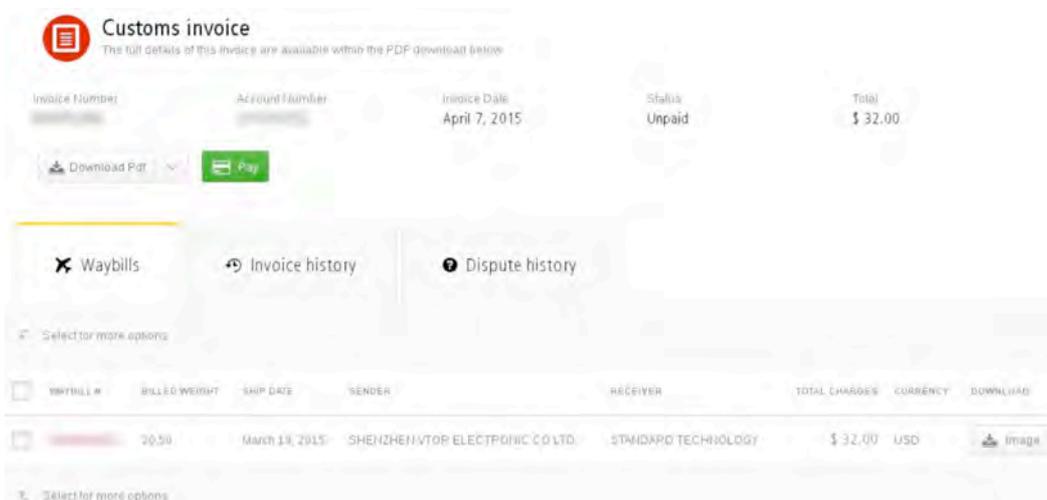


6.2 How to View and Download Waybills

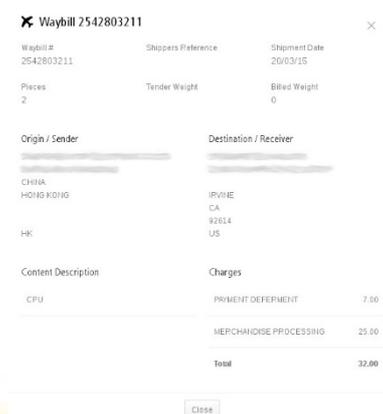
There are several ways to download a Waybill, whether you select one at a time or multiple Waybills simultaneously.

6.2.1 Single Waybills

To download one Waybill, simply click on the invoice line and you will be directed to the invoice detail screen.

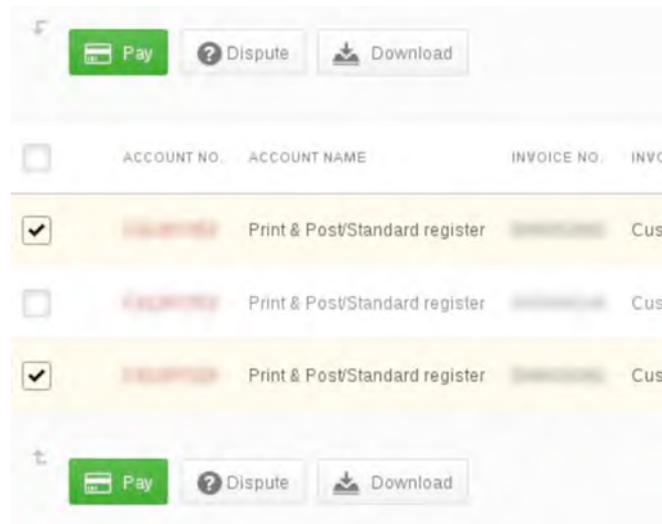


Click on the Waybill number, and the shipment details will appear in a new window.



6.2.2 Multiple Waybills

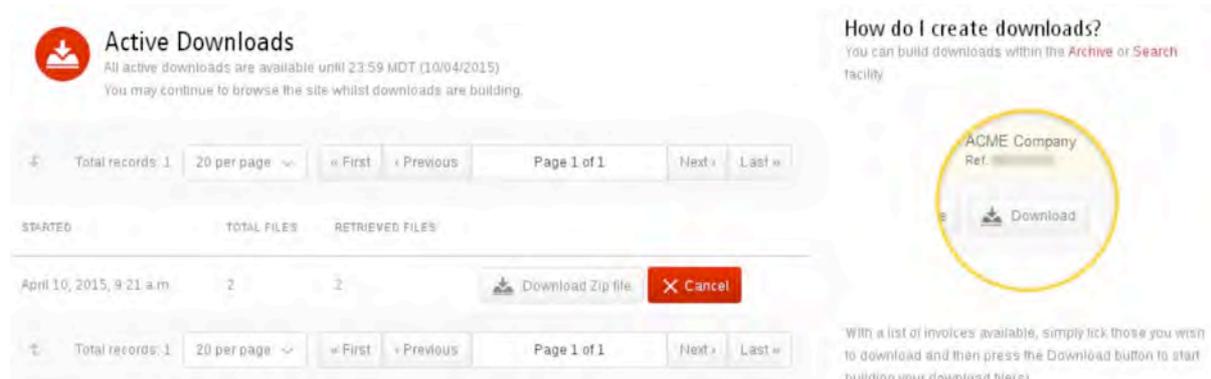
To download multiple Waybills, click on the checkboxes next to any invoices which include these shipments. Then select the Download button.



Click on the checkbox next to the Waybill option and then select the Download button.

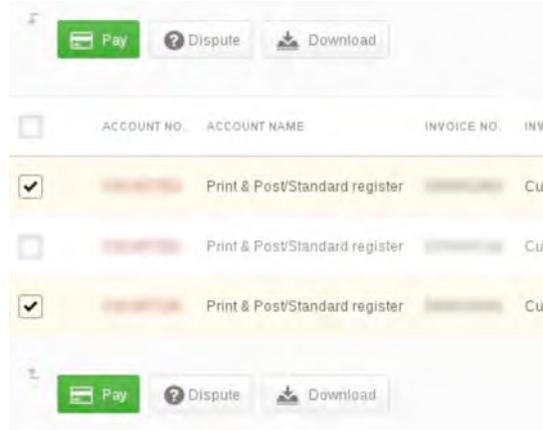


You will be redirected to the Active Downloads page. Recent downloads are stored for a limited period of time, so you might find some of your previous downloads still available. Select the Download Zip File button to retrieve your Waybill data.

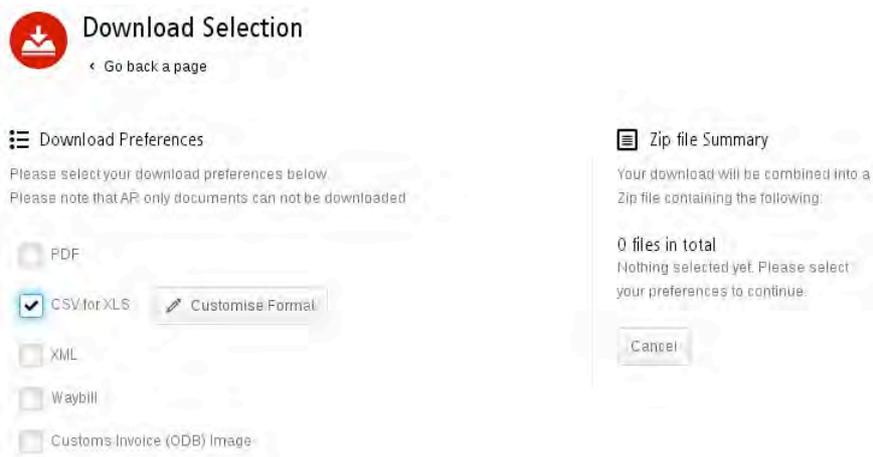


6.3 How to Customize Your CSV File

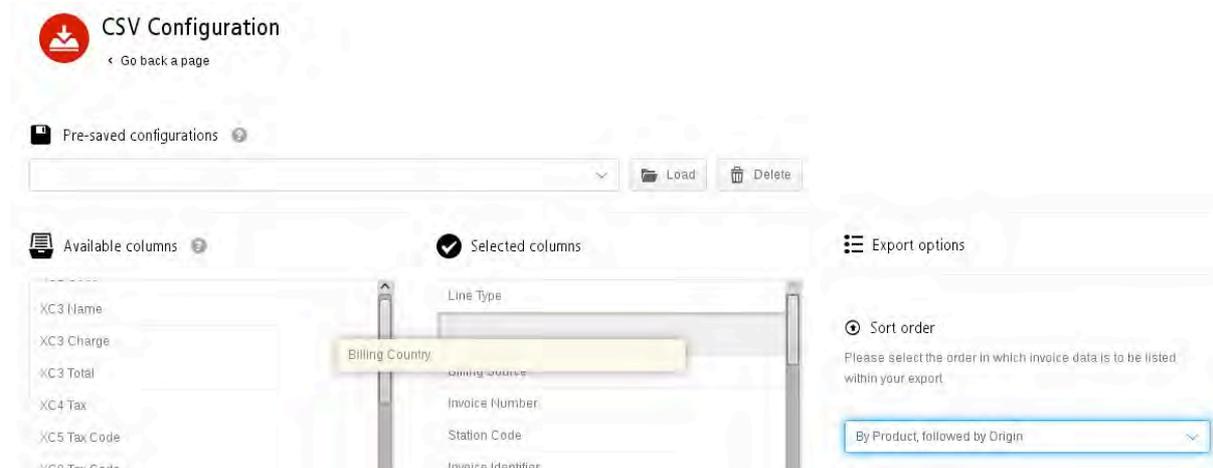
Select the invoice you wish to download and click the Download button.



Click on the checkbox for the CSV for XLS option and then select the Customize Format button that will appear.



In the CSV Configuration screen you can customize your CSV format by simply clicking on the Column title and dragging it into the Available Columns box. You can also adjust the column order by selecting one of the options in the Sort Order dropdown menu.



Once you have selected all of 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. Simply enter the name you wish to save the search parameters under and click the Save button (this saved setting can then be found again using the Pre-saved Configurations option).

Save all settings for later?

test config

Then click the Done, Apply Settings button and you'll be redirected to the Download Selection screen. Select the CSV for XLS option and then click the Download button.

Download Selection

[Go back a page](#)

Download Preferences
Please select your download preferences below
Please note that AR only documents can not be downloaded

PDF

CSV for XLS Current: test config

XML

Waybill

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

1 files in total including:

You will then be redirected to the Active Downloads screen. Recent downloads are stored for a limited period of time, so you might find some of your previous downloads still available. Select the Download Zip File button to retrieve your CSV data.

Active Downloads

All active downloads are available until 23:59 MDT (10/04/2015)
You may continue to browse the site whilst downloads are building.

Total records: 1 20 per page Page 1 of 1

STARTED	TOTAL FILES	RETRIEVED FILES	
April 10, 2015, 9:21 a.m.	2	2	<input type="button" value="Download Zip file"/> <input type="button" value="Cancel"/>

Total records: 1 20 per page Page 1 of 1

How do I create downloads?

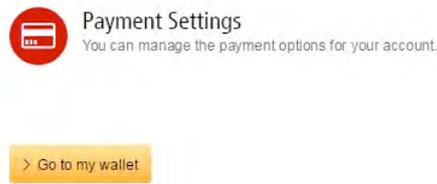
You can build downloads within the **Archive** or **Search** facility

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).

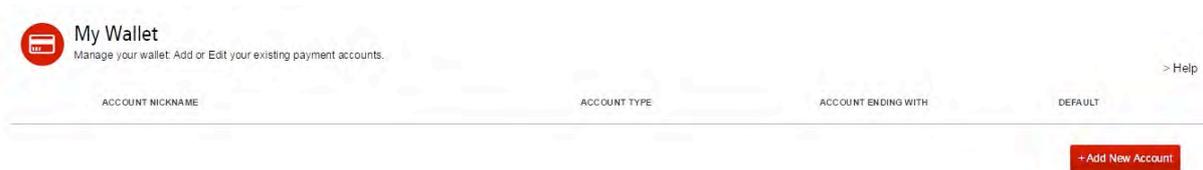
7 Making a Payment

7.1 How to Set up an Account in the Total Transact Wallet

Go to your My Account screen and select the Go to My Wallet button in the Payment Settings section.



Select the + Add New Account button



You will be redirected to the My Wallet screen, where you will be required to choose your preferred method of payment and the requested details. Note: Fields with an asterisk are required and must be completed.

ACCOUNT NICKNAME

Email Address

Account Type* Checking

Name on Account*

Routing Number* ?

Account Number*

Nickname*

Fields marked with an asterisk (*) are required.

Once you have completed the form, click the Save button to ensure your details are saved for the next time.

ACCOUNT NICKNAME

ACCOUNT TYPE

ACCOUNT ENDING WITH

DEFAULT

Email Address

Account Type* Credit Card

Name on Card* Bob Smith

Card Number* 4111111111111111

Expiration Date* 08 18 MMYY

Nickname* Bobby

Billing Address

Address* 34 Fisher Street

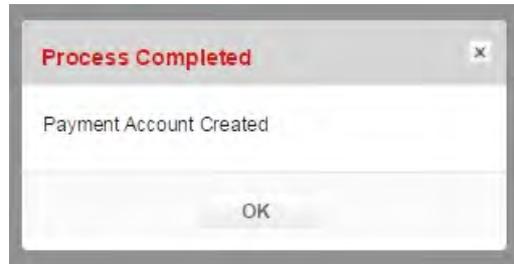
City* Mountain View

State* CA Postal Code* 94043

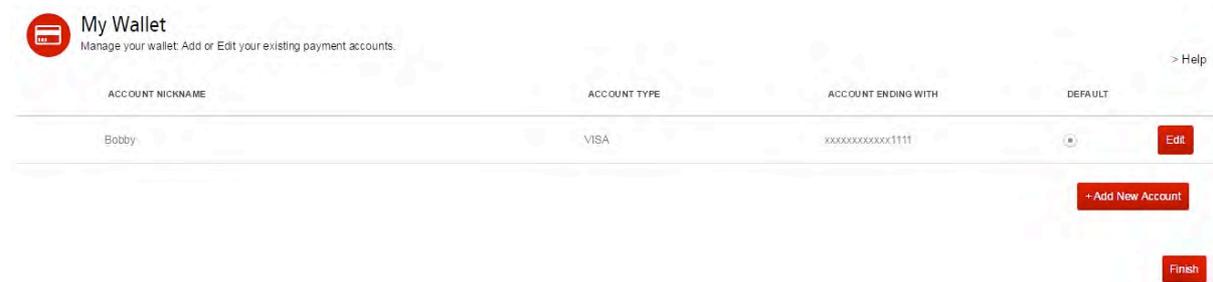
Save Cancel

Fields marked with an asterisk (*) are required.

Once your payment account has been successfully created, a window will appear to confirm that the process is complete.



If you wish to add another account, select the + Add New Account button and repeat the process. Or select the Finish button to return to the dashboard.



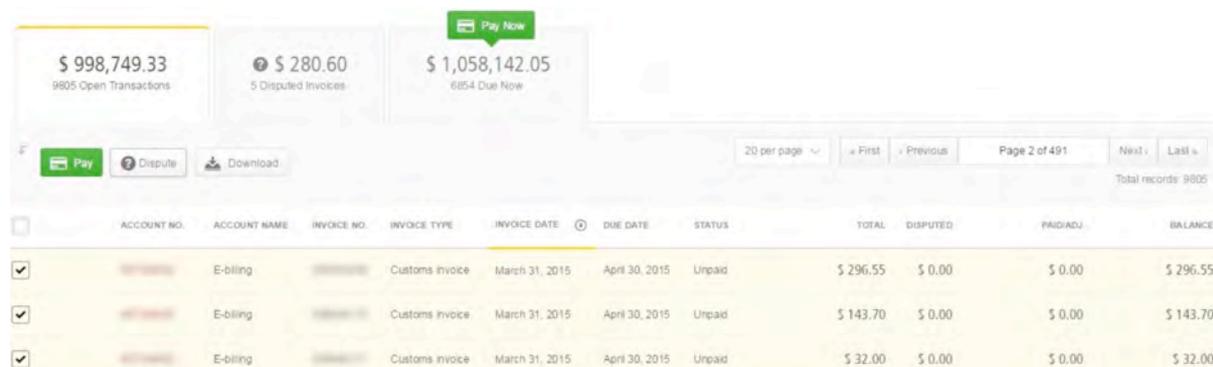
7.2 Making a Payment

In order to make a payment, first you will need to set up an account in your Wallet. To add an account, follow the steps in the How to Set up an Account in the Total Transact Wallet section.

Invoices can be paid by clicking on the Pay Now button on the Due Now tab.



Or select the invoices you want to pay, and then click on the Pay button which will then appear.



Both options will take you to the following screen, where you are required to confirm the invoices and the total amount you are about to pay. If you agree with the total amount to be paid, select the Confirm button.

Pay \$472.25
 You have selected the following invoices for payment. Please review your selection below and press "Confirm" to proceed to the payment process.

ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	PAID/ADJ	BALANCE
123456789	E-billing	123456789	Customs invoice	March 31, 2015	April 30, 2015	Unpaid	\$ 296.55	\$ 0.00	\$ 296.55
123456789	E-billing	123456789	Customs invoice	March 31, 2015	April 30, 2015	Unpaid	\$ 143.70	\$ 0.00	\$ 143.70
123456789	E-billing	123456789	Customs invoice	March 31, 2015	April 30, 2015	Unpaid	\$ 32.00	\$ 0.00	\$ 32.00
Total to pay								\$ 472.25	

You will then need to select a payment option in My Wallet (if you have only one payment option, then this will be the default). Enter the requested details and then select the Pay button.

Selected Invoices
 These invoices were selected for payment.

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE DATE	DUE	PAYMENT AMOUNT
123456789	XXXXXXXXXX	123456789	31 Mar 2015	30 Apr 2015	\$143.70
123456789	XXXXXXXXXX	123456789	31 Mar 2015	30 Apr 2015	\$32.00
123456789	XXXXXXXXXX	123456789	31 Mar 2015	30 Apr 2015	\$296.55

Total payment amount: \$472.25

My Wallet
 Select which account to pay the selected invoices from.

ACCOUNT NICKNAME	ACCOUNT TYPE	ACCOUNT ENDING WITH	DEFAULT
Bobby	VISA	XXXXXXXXXXXX1111	<input checked="" type="checkbox"/>

Please enter the Card Security Number* Expiration Date* 08 / 18 /MM/YY

Once the payment has been successfully submitted, a confirmation message will appear. You will also receive an email confirming the payment status.

Payment(s) Submitted Successfully

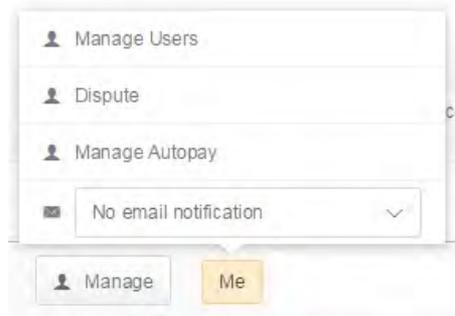
Number of Invoices Paid	3
Total Payment Amount	\$472.25
Payment Date	22 Apr 2015

Wallet Account Used

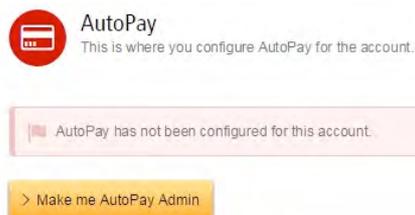
Pay From	Bobby
Name on Card	Bob Smith
Card Number	XXXXXXXXXXXX1111
Expiration Date	08/18

7.3 How to Set up AutoPay on Your Account

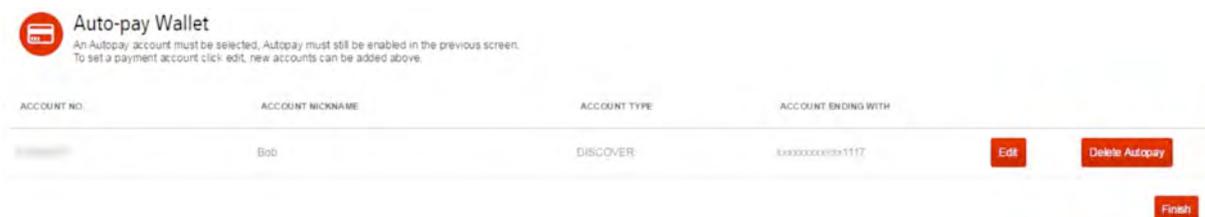
In order to set up AutoPay, you must have AutoPay permission rights on the account. To find out whether you have these rights, go to the My Account screen and scroll down to the My Accounts overview. Clicking on the Me button will prompt a window to appear which will list the permissions you hold for each account. If Manage AutoPay appears in the list, you have the necessary permission to set up AutoPay on your account.



In the My Accounts overview in the My Account screen, you will find a list of your accounts. Select the account on which you wish to set up AutoPay by clicking on the actual account number. Then select the Make Me AutoPay Admin button.



You will then be redirected to the Wallet screen. Select the Edit button in the AutoPay Wallet section. Then select a Wallet account for the account number that you wish to use for AutoPay.



Your account will be then be updated with the AutoPay setup.

7.4 How to Remove a Wallet Account

In order to remove a Wallet account, go to the My Account screen and select the Go to My Wallet button.

My User Details
Please remember to keep your details up to date.

Change Password
Your password must meet the password policy.

Payment Settings
You can manage the payment options for your account.

Email address:

Your current password*:

[Go to my wallet](#)

Then select the Edit button next to the account you wish to delete.

My Wallet
Manage your wallet. Add or Edit your existing payment accounts.

ACCOUNT NICKNAME	ACCOUNT TYPE	ACCOUNT ENDING WITH	DEFAULT	
Bobby	VISA	xxxxxxxxxxxx1111	<input checked="" type="radio"/>	Edit
John	MASTERCARD	xxxxxxxxxxxx4444	<input type="radio"/>	Edit

[+ Add New Account](#)

You then have the option to delete the account by selecting the Delete Account button.

My Wallet
Manage your wallet. Add or Edit your existing payment accounts.

ACCOUNT NICKNAME	ACCOUNT TYPE	ACCOUNT ENDING WITH	DEFAULT	
Bobby	VISA	xxxxxxxxxxxx1111	<input checked="" type="radio"/>	Edit
John	MASTERCARD	xxxxxxxxxxxx4444	<input type="radio"/>	Edit

[+ Add New Account](#)

Name on Card*

Card Number

Expiration Date* MM/YY

Nickname*

Billing Address

Address*

City*

State* Postal Code*

[x Delete Account](#) [Save](#) [Cancel](#)

Fields marked with an asterisk (*) are required.

A pop-up message will appear asking you whether you are sure you wish to delete the account. Select OK.

Are You Sure?

This will permanently delete the 'John' account.

[OK](#) [Cancel](#)

You will then receive a message confirming that the account has been deleted from the Wallet. Select OK to return to the My Wallet screen.

Deleted

Payment Account Deleted

[OK](#)

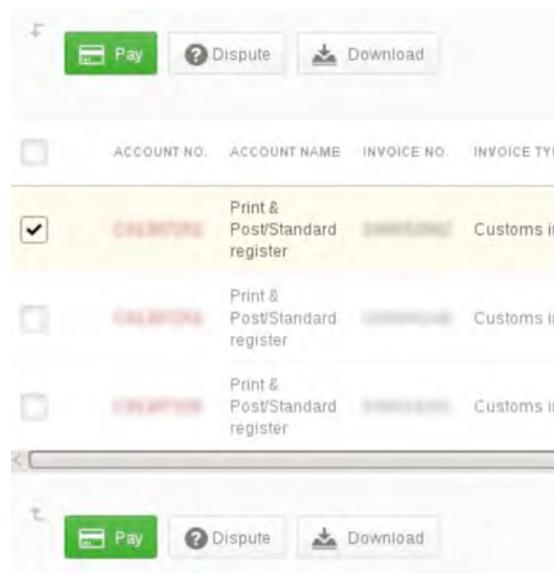
7.5 Who to Contact If You Experience Problems Making a Payment

If you are experiencing problems making a payment, please contact one of our experienced customer service professionals at 1-800-722-0081. Or you can send an email to online.bill@dhl.com

8 Logging a Dispute

8.1 How to Log a Dispute

In the event that you need to log a dispute on an invoice, simply select the relevant invoice(s) by clicking on the checkbox to the left of the invoice. Once you have made your selection, three options will appear: Pay, Dispute, and 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. You can provide a description of the dispute in the Add a Comment field. Then click the Submit Dispute button.

The 'Dispute Invoice' form has a red question mark icon and the title 'Dispute Invoice'. Below the title is a message: 'If you think you have been charged in error or wish to dispute an invoice please follow the instructions below' and a link 'Back to dashboard screen'. The form contains a table with the following data:

INVOICE NUMBER	ACCOUNT NUMBER	INVOICE DATE	STATUS	TOTAL
0000000000	0000000000	March 31, 2015	Unpaid	\$ 291.34

Below the table is a section titled 'Add a Comment' with the instruction 'Please provide the reason for your dispute and any further comments below'. It features a dropdown menu with 'Duplicate Billing' selected, a text input field containing 'Bill has already been paid', and a red 'Submit dispute' button at the bottom right.

8.2 How to Delete a Dispute

Already-logged disputes cannot be deleted directly in MyBill. However, in the event that a dispute has been incorrectly logged or you no longer require your dispute to be investigated, you can update the dispute with a comment detailing the new action required. This will then be taken up by a DHL employee who will update the dispute accordingly.

In order to update your dispute, you must select the invoice in question and then click on the Dispute History sub-dashboard. Here you will find the dispute case number. Select the View Dispute button.

Here you will find the details of your dispute as well as the option to add a comment to your dispute. Should you wish to delete your dispute then please enter this in the Add a Comment field, and it will be deleted accordingly. If you wish to simply add additional notes to your dispute, this can also be done here.

Please note it will take at least 24 hours for the deletion or update of your dispute to be visible in MyBill.

8.3 Overview of Disputed Invoices

An overview of all disputes, both open and closed, can be downloaded from the Reports screen. Select the Disputes Report option.

Select a Start Date and an End Date for the period you wish to download. There is also the option to search by Account and/or Invoice.

The screenshot shows the 'Disputes Report' interface. It features a search bar with a magnifying glass icon and the text 'Search parameters'. Below this are four input fields: 'Start Date*' with a calendar icon, 'End Date*' with a calendar icon, 'Account' with a dropdown menu currently set to 'All', and 'Invoice Number' with a text input field. A yellow 'Search' button is located at the bottom right. A small asterisk indicates a mandatory field.

Once you have entered your search parameters select the Search button. An overview of disputed invoices will appear.

The screenshot shows the 'Disputes Report Results' interface. It includes a 'Download Report' button, a table of results, and another 'Download Report' button at the bottom. The table has the following data:

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE TOTAL	DISPUTE DATE	AMOUNT DISPUTED	DISPUTE CASE ID	DISPUTE STATUS	REASON
DUTYUSRTO	E-billing		Customs invoice	71.80	May 18, 2015	71.80		Open	

To browse this overview in a CSV file, select the Download Report button. The downloaded file will appear at the bottom of the screen. Select the Open button to open the file.

8.4 Who to Contact If You Experience Problems With Disputes

If you are experiencing problems logging a dispute, please contact one of our experienced customer service specialists at 1-800-722-0081. Or you can send an email to online.bill@dhl.com

9 How to Search

9.1 Search Parameters

The Search screen gives you the option to carry out searches by Account Number, Invoice Number, Waybill, Invoice Type and Status, as well as by Invoice Date. You can search using one or multiple parameters. The choice is yours. Simply select the parameters you wish to search with and select the Search button.

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.

Custom search
Start a new search with custom criteria

March - April Duty Invoices

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

9.2 Saving Searches

There is also an option to save your search parameters. Once you have selected your search parameters, enter a name in the Save as "Saved Search" field. When you then select the Search button, your search will automatically be saved.

When you next return to the Search page you will find your saved search in the Custom Search area. In order 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.

Save as "Saved Search"?
Enter a name

DHL Express

1 800-CALL DHL | 1 800-225 5345

www.dhl-usa.com

All services may not be available in all areas and are subject to DHL Terms and Conditions as published at www.dhl-usa.com
© 2016 DHL Express (USA), Inc. All rights reserved. 08/12/16 PT05608

