



WELCOME TO MYBILL

USER GUIDE

MYBILL USER GUIDE

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Introduction to MyBill

With the MyBill online portal we provide you with a user-friendly platform on which you can easily manage all invoices for your express shipments. Your invoices are processed quickly, securely and paperless.

You can manage transport and customs invoices and download the customs accompanying documents for your import shipments in MyBill. You can also edit your profile settings and manage your DHL e-Billing users. MyBill is available for you free of charge as part of the DHL e-Billing service.



Find more information about DHL e-Billing (available in German only) [here](#) ↗

Find frequently asked questions and answers about MyBill [here](#) ↗

USING MYBILL

1. VIEW INVOICES

After accessing MyBill in your browser at mybill.dhl.com and logging in, you will automatically get to the invoice overview.

- Here you find information about each invoice such as invoice number, account number, invoice date and amount at a glance.
- Click on an invoice number to go to the detailed view of the selected invoice and see all shipments related to that invoice.

Invoicing
Click on an invoice for more details and options. Can't see the invoice you're looking for? Try the search tool below

Search [] All status [v] Any type [v] Search

Download [] Total records: 21 20 per page [v] « First < Previous Page 1 of 2 Next > Last »

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	TOTAL
	Test Company	ZIT0667238	Customs invoice	July 6, 2020	-	28.82
	Test Company	ZIT0667238	Customs invoice	June 16, 2020	-	10.40
	Test Company	ZIT0667238	Customs invoice	April 27, 2020	-	70.80
	Test Company	ZIT0667238	Customs invoice	April 14, 2020	-	459.47
	Test Company	ZIT0667238	Customs invoice	April 9, 2020	-	36.42
	Test Company	ZIT0667238	Customs invoice	March 31, 2020	-	318.16



Advice: Distinguish between transport and customs invoices

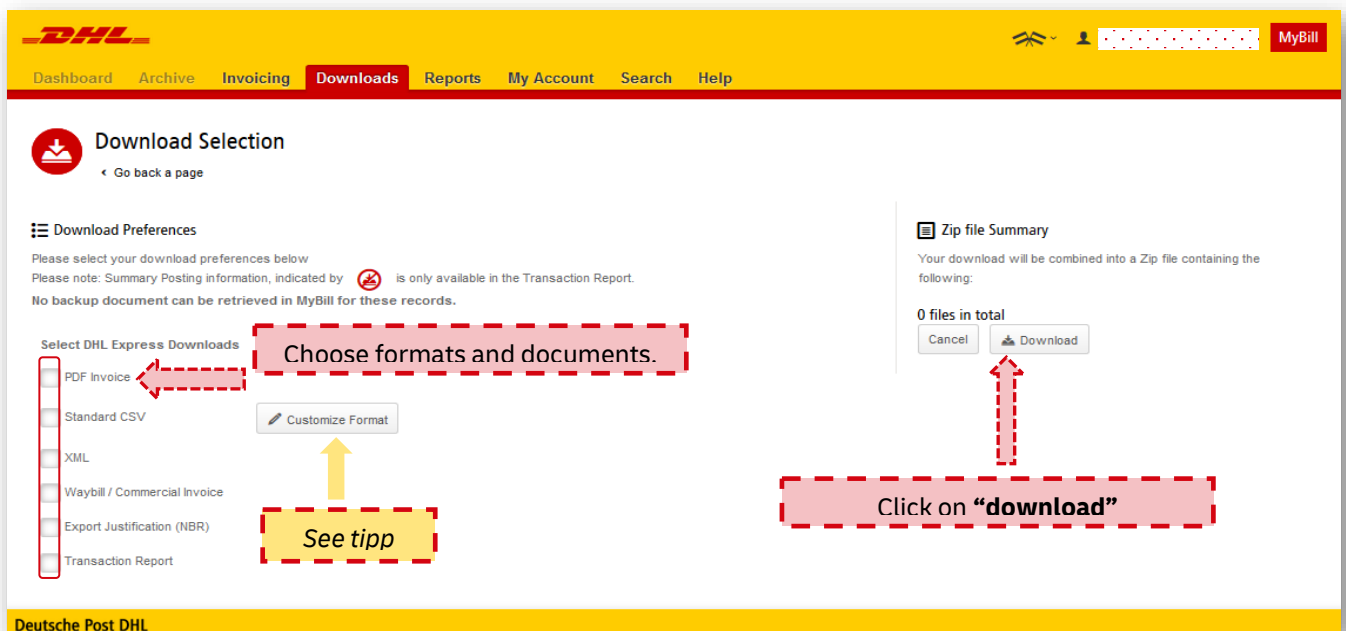
In the invoice overview you will see both transport and customs invoices. You can tell the difference simply by looking at the first three letters of the invoice number: the first letter "ZIT" always refer to a customs invoice, whereas the invoice number begins differently on transport invoices.

USING MYBILL

2. DOWNLOAD TRANSPORT INVOICES

You can select one or more **transport invoices** from the invoice overview to mark them for download. To do this, simply place a tick in the selection box at the front of the line of the relevant invoice(s).

- As soon as you selected one or more invoices a button with a label “download” appears. If you click on this button you will be taken to the download section.
- Here you can choose the format in which you wish to download your invoice(s): PDF, CSV or XML are possible.
- In addition to that you can add the waybills of the shipments that are combined in the particular invoice by ticking the related section box.
- After you have clicked on the formats and documents of your choice, simply click on “download”.



Advice: Receive linked CSV file – for both transport and customs invoice

If you select several invoices in the invoice overview you have the option to download a “concatenated CSV file” in the download section. You will then receive a CSV file in which the data of all selected invoices are consolidated.



Advice: Create individual CSV format for transport invoices

If you select the format “CSV” in the download section, you will receive a CSV file with a standard-type sequence of columns. However, you can also create an individual CSV format in which the order of the columns corresponds to your preferences. This is particularly relevant if you want to import the CSV file into a commodity management system. You can find out how to create an individual CSV format [here](#)

USING MYBILL

3. DOWNLOAD CUSTOMS INVOICES AND DOCUMENTS

If you have selected one or more customs invoices in the invoice overview, proceed in exactly the same way as when downloading transport invoices and chose between the file formats PDF, XML or CSV. However in the download selection you now find additional customs invoice-specific options.

- When downloading customs invoices in CSV format, the structure of the CSV file is slightly different from that of transport invoices. An example of the standard CSV can be found in the [MyBill CSV Guide](#).
- In addition to the waybills you can also download the commercial invoice for customs invoices.
- Downloading the customs related documents (customs clearance documents).

Download Selection

Download Preferences

Select DHL Express Downloads

- PDF Invoice
- Customs Invoice CSV
- XML
- Waybill / Commercial Invoice
- Customs Documentation
- Export Justification (NBR)
- Transaction Report

Zip file Summary

0 files in total

Download

Advice: Receive customs related documents by e-mail with e-Paperwork



Did you know that as a DHL e-Billing user you can also receive the customs documents for your import shipments by e-mail? You´ll save valuable time as there is no need to download tax assessment notices, commercial invoices etc.

→ Simply register [here](#) for e-Paperwork!

USING MYBILL

4. SEARCH INVOICES

You can use the search function to search MyBill for invoices.

- Access the search view by clicking on the **“search”** tab.
- Enter one of these search options in the search window and click on the **“search”** button:
 - Account number (9 digits, starting with 14 or 95/96)
 - Invoice number
 - Waybill number
 - Invoice type
 - Invoice date
- You can also save the search criteria for the next search: simply enter a name for the selected search settings (e.g. “Transport invoices May–June 2020”) and when you click on **“search”**, this search query is automatically saved.

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: [input field]

Waybill: [input field]

Invoice Type: All

Status: All

Summary Posting: All

Invoice Date

Start Date: [calendar icon]

End Date: [calendar icon]

Save as "Saved Search"?

Enter a name: [input field]

Search

SETTINGS & MANAGE USERS

1. LOGIN & FORGOTTEN PASSWORD

MyBill Login

- Visit the address mybill.dhl.com in your browser.
- Log in with your e-mail address and password.
- After successful login you will be taken directly to your invoice overview.

Advice: Your login-data for MyBill



- Your username in MyBill is the e-mail address with which you registered for the DHL e-Billing service. You assigned the password the first time you logged in.
- If you have previously only used the e-Billing Hub for invoice management, you can also log in to MyBill with your usual login.

Forgotten your password? How to request a new one:

- Click on the **“Forgotten password?”** link on the MyBill homepage.
- Please enter the e-mail address with which you have registered for DHL e-Billing.
- If you click on **“send e-mail”** you will receive an e-mail with your new password within a few minutes and you can use it to log in to MyBill easily.



SETTINGS & MANAGE USERS

2. CHANGE USER SETTINGS

- By clicking on the tab **“My Account”** you can access your user details.
- Here you can change your name and language settings.
Note: The stored e-mail address cannot be changed. If you want to change it, please send an e-mail to Zollrechnung-DE@dpdhl.com.
- You can also set a new password here if you want to change your old one.
- You also have the possibility to see for which account numbers your user is activated.

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

Email address
Max.Mustermann@Firma.com

First Name: Max
Last Name: Mustermann

Position:
Telephone Number:

Home Group: DHL DE
Language Preference: English - UK

Timezone: Europe/Berlin

Change Password
Your password must meet the password policy.
Changing Password directly via MyBill, 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

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 eSolution.support@dhl.com
[Upload new users](#)

Select for more options

Total records: 1 | 20 per page | « First | < Previous | Page 1 of 1 | Next > | Last »

ACCOUNT NUMBER	AR ACCOUNT	COMPANY NAME	MANAGE
141234567		Muster Firma GmbH	<input type="button" value="Manage"/> <input type="button" value="Me"/>

Select for more options

Total records: 1 | 20 per page | « First | < Previous | Page 1 of 1 | Next > | Last »

Deutsche Post DHL

SETTINGS & MANAGE USERS

3. ACTIVATE NEW USERS FOR DHL E-BILLING

Please note that newly created users have full access to all account content, such as historical invoices.

If you have the appropriate authorization you can register additional people from your company or department for DHL e-Billing and grant them access to the billing documents. To see if you are authorized, see the figure below.

- Click on the **“My Accounts”** tab. In the **“My Account Numbers”** section select the **“Manage”** button next to your record.
Note: Only select **“Upload new users”** if you want to perform a mass upload (recommended for 10 or more users).
- An overview of all users activated for this account number will appear. Click on **“Add new user(s)”** and fill in the fields e-mail address, first name and last name on the page that opens. Then simply click on **“Save”** and you have successfully registered a new user for DHL e-Billing in MyBill.

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 eSolution.support@dhl.com

[Upload new users](#)

Select for more options

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

ACCOUNT NUMBER ⓘ	AR ACCOUNT	COMPANY NAME	MANAGE
141234567	Muster Firma GmbH		Manage Me

Select for more options

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

Deutsche Post DHL

DHL marvin.modde@dhl.com MyBill

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

Account Users Admin – Muster Firma GmbH - 141234567

Account Users Admin - Nasa Food Services GmbH - 140180976
 Manage and view user permissions.
 You may also remove users from the account, and change their email delivery preference.

Set preferences for e-Mail-notification:

- E-Mail with link to download
- E-Mail with PDF & download link
- E-Mail with PDF & CSV-file
- E-Mail with CSV-file

EMAIL	NAME	MANAGE USERS	DISPUTE	AR MANAGER	MAIL DELIVERY PREFERENCE
Max.Mustermann@Firma.com	Max Mustermann	<input type="checkbox"/>	<input type="checkbox"/>		
marvin.modde@dhl.com Theresa.Test@Firma.com	Marvin Modde Theresa Test	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Email - PDF and link
fatma.yaran@bun-d.com		<input checked="" type="checkbox"/>	<input type="checkbox"/>		Email - PDF and link
Theresa.Test@Firma.com	Theresa Test	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Email - PDF and link

Save

[Back to My Account](#)

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SETTINGS & MANAGE USERS

4. FIND HELP

You will find a lot of information on different categories by using the “help” tab.

DHL Express Germany GmbH
Marketing Services
As of 11/2022
[dhl.de/express](https://www.dhl.de/express)

