



# DHL ECOMMERCE UK

# UNDERSTANDING YOUR INVOICE

To ensure you understand your invoice, we have marked up an example, clearly showing all of the different fields.

The frequency and day you receive your invoice will depend on what was agreed with your Account Manager, but as a general rule, invoices are sent out on a weekly basis and prepared by our Finance department every Wednesday.

## INVOICE QUERIES

If you should have any queries about your invoice, it will help us to answer them fully and quickly if you include the following information when you contact us:

- Your company name, as it appears on invoices
- Your account number
- The number and date of the invoice being queried
- The shipment numbers affected
- The reason for your query
- Contact information for our response
- Queries relating to this invoice must be notified in writing no later than 20 days from invoice date.

**Please direct all invoice queries to our central invoice query department.**

## HOW TO CONTACT



**Email:**  
invoicequeries\_ecsuk@dhl.com.



**Or write to us at:**  
DHL eCommerce UK,  
Central Query Department  
120 Buckingham Avenue  
Slough SL1 4LZ




# DHL ECOMMERCE UK

## UNDERSTANDING YOUR INVOICE

Invoice Query:  
Invoice Query Fax:  
Customer Services:  
Credit Control:

### INVOICE

[www.dhlparcel.co.uk](http://www.dhlparcel.co.uk)



Registered Office  
120 Buckingham Avenue  
Slough SL1 4LZ

Invoice Address: 4

Trading Address: 5

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Customer Reference: <span style="border: 1px solid black; border-radius: 50%; padding: 2px 5px;">1</span>				INVOICE NO: <span style="border: 1px solid black; border-radius: 50%; padding: 2px 5px;">2</span>	
Tax Point				Operations Account Reference: <span style="border: 1px solid black; border-radius: 50%; padding: 2px 5px;">8</span>	
Sales Ledger Number:					
DATE	CONS NO	CUSTOMER REF	VAT	DESCRIPTION	VALUE
<span style="border: 1px solid black; border-radius: 50%; padding: 2px 5px;">3</span>	<span style="border: 1px solid black; border-radius: 50%; padding: 2px 5px;">9</span>	<span style="border: 1px solid black; border-radius: 50%; padding: 2px 5px;">7</span>		<span style="border: 1px solid black; border-radius: 50%; padding: 2px 5px;">10</span>	<span style="border: 1px solid black; border-radius: 50%; padding: 2px 5px;">11</span>
VAT Summary <span style="border: 1px solid black; border-radius: 50%; padding: 2px 5px;">15</span>				<p>Queries relating to this invoice must be notified in writing no later than 20 days from invoice date. Details can be e-mailed to <a href="mailto:invoicequeries@dhlparcel.co.uk">invoicequeries@dhlparcel.co.uk</a></p> <div style="display: flex; justify-content: space-between;"> <div>Sub-Total</div> <div><span style="border: 1px solid black; border-radius: 50%; padding: 2px 5px;">12</span></div> </div> <div style="display: flex; justify-content: space-between;"> <div>VAT</div> <div><span style="border: 1px solid black; border-radius: 50%; padding: 2px 5px;">13</span></div> </div> <div style="display: flex; justify-content: space-between;"> <div>Amount Due</div> <div><span style="border: 1px solid black; border-radius: 50%; padding: 2px 5px;">14</span></div> </div>	

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|--|---|
| <ol style="list-style-type: none"> <li>1. Date of invoice</li> <li>2. Invoice number</li> <li>3. Date consignment despatched</li> <li>4. Customer invoice address</li> <li>5. Customer trading address</li> <li>6. Address to which all account queries should be sent</li> <li>7. Customer consignment reference</li> <li>8. Customer account number</li> </ol> | <ol style="list-style-type: none"> <li>9. Consignment number</li> <li>10. Description and delivery address</li> <li>11. Value excluding VAT</li> <li>12. Total charges before VAT</li> <li>13. Total VAT charges</li> <li>14. Total charges including VAT</li> <li>15. VAT summary</li> </ol> |
|--|---|

**Refer to your signed rate agreement for payment terms.**