



DHL PARCEL 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 Parcel UK,
Central Query Department
120 Buckingham Avenue
Slough SL1 4LZ



DHL PARCEL UK

UNDERSTANDING YOUR INVOICE



INVOICE

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

www.dhlparcel.co.uk

Registered Office
120 Buckingham Avenue
Slough SL1 4LZ

Invoice Address: 4
Trading Address: 5
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Customer Reference: 1	Operations Account Reference: 8	INVOICE NO: 2
Tax Point		
Sales Ledger Number:		

DATE	CONS NO	CUSTOMER REF	VAT	DESCRIPTION	VALUE
3	9	7		10	11
VAT Summary 15					Sub-Total 12
					VAT 13
					Amount Due 14

Queries relating to this invoice must be notified in writing no later than 20 days from invoice date. Details can be e-mailed to invoicequeries@dhlparcel.co.uk

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

Refer to your signed rate agreement for payment terms.