'THE PERFECT REMITTANCE'

HOW TO PROVIDE DHL WITH THE RIGHT INFORMATION SO THAT WE CAN CORRECTLY ALLOCATE YOUR PAYMENTS

We always aim to allocate your payments correctly and promptly – but to do so, we need the right information from you.

KEY INFORMATION

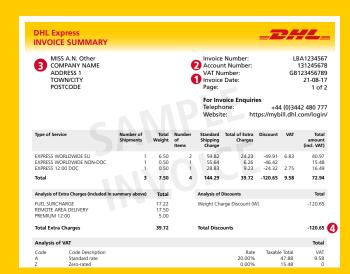
- 1 Your DHL Account Number
 Mandatory requirement to ensure we allocate
 your payment to the correct account.
- 2 The DHL Invoice Number in full
 If you are unable to enter the full number due
 to system restrictions, please quote as many of
 the numbers as possible from your invoice so
 that we can quickly identify your transaction.
- Your Company Name in full (As stated on your invoices)
 Please let us know if your payments come from a group of companies.
- The Payment Total
 Also state how much you are paying against each transaction in your remittance; please also include details of any credit notes.
- Your Contact details Including a valid email address and phone number.

Please e-mail your remittance advice to rpu_cash@dhl.com

before you submit your payment to us.

Alternatively, you can post your remittance to the following address:

Customer Accounting DHL International (UK) Ltd PO Box 4833 Slough SL3 3JE









HOW DO I PAY?

1

MYBILL

MyBill offers a fast and secure electronic payments service. Follow the steps below to make a payment:

- Access the MyBill hub using the link below: https://mybill.dhl.com/login/
- 2. View your outstanding invoice(s) via the Dashboard.
- To pay a single invoice, hover over the invoice details or tick the check box against the invoice, then click the 'Pay' button.
- To pay multiple invoices, click on the 'Pay Now' button displayed over the 'Due Now' tab. All invoices due or overdue for payment will be automatically selected. You can also select additional invoices for payment at this point.
- 5. Click on the 'Confirm' button to enter your card details and submit your payment.



MyBill Payment FAQs www.dhl.co.uk/mybill_guide
To register for MyBill or to learn more information about
this service click here: www.dhl.co.uk/mybill

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DIRECT DEBIT

Direct Debit is a safe and secure payment method which reduces administration costs and time.



To register for Direct Debit, complete an online Direct Debit mandate using the link below: www.dhl.co.uk/ddform

For more information visit: www.dhl.co.uk/directdebit

Recommended browser's: Internet Explorer 11 or above, Firefox or Google Chrome

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E-PAYMENTS WEBSITE

You can pay online via our secure e-Payments website using all major credit or debit cards. Follow the steps below to make a payment:

- 1. Search for your outstanding invoice using your waybill number, invoice number or account number.
- Tick the invoice(s) you wish to pay and click 'Pay Now'.
- Complete the Payment Authorisation Form with your card details and click on 'Continue' to process your payment.



For more information visit: www.dhl.co.uk/epayments

SENDING YOUR REMITTANCE TO DHL

Please make all payments within your contracted payment terms and allow sufficient time for your remittance advice to reach us. This will enable DHL to process and allocate your payment as quickly as possible upon receipt.

If you have more questions about our bank details or wish to speak with a DHL representative about a payment allocation, please call us on 03442 480 777.



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OTHER ELECTRONIC PAYMENTS

DHL has various products and services, some of which trade under different legal names, so please ensure you send your payment to the correct DHL bank account.

When you make payments by either BACS, Faster Payments or CHAPS, please ensure you complete the 'Payment/Beneficiary Reference' field within your payment system with a valid DHL Account Number and/or Invoice Number, so that your payment can be allocated immediately against the right transactions.

For DHL International UK Ltd invoices please send your payment to:

Bank Name: HSBC Bank plc Account No: 91406396 Sort-Code: 40-02-50

IBAN Code: GB33 MIDL 400250 91406396

Swift Code: MIDLGB22



Please e-mail your remittance to: rpu.cash@dhl.com

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CREDIT / DEBIT CARD PAYMENTS

We accept most UK registered credit / debit card payments which are processed through a secured card payment system.



To make payment via this method, please contact us on: 03442 480 777.

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CHEQUES

Quote your DHL account number and full DHL invoice number on the back of each cheque and post it to the address below with your completed remittance advice.

Customer Accounting DHL International (UK) Ltd PO Box 4833 Slough SL3 3JE



You can also post your remittance advice to this address if you are unable to send it to us by email.

