

# '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.
- 3 Your Company Name in full (As stated on your invoices)**  
Please let us know if your payments come from a group of companies.
- 4 The Payment Total**  
Also state how much you are paying against each transaction in your remittance; please also include details of any credit notes.
- 5 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**

**DHL Express INVOICE SUMMARY**

**3** MISS A.N. Other  
COMPANY NAME  
ADDRESS 1  
TOWN/CITY  
POSTCODE

**2** Invoice Number: LBA1234567  
Account Number: 131245678  
VAT Number: GB123456789

**1** Invoice Date: 21-08-17  
Page: 1 of 2

For Invoice Enquiries  
Telephone: +44 (0)3442 480 777  
Website: <https://mybill.dhl.com/login/>

Type of Service	Number of Shipments	Total Weight	Number of Items	Standard Shipping Charge	Total of Extra Charges	Discount	VAT	Total amount (incl. VAT)
EXPRESS WORLDWIDE EU	1	6.50	2	59.82	24.23	-49.91	6.83	40.97
EXPRESS WORLDWIDE NON-DOC	1	0.50	1	55.64	6.26	-46.42		15.48
EXPRESS 12:00 DOC	1	0.50	1	28.83	9.23	-24.32	2.75	16.49
<b>Total</b>	<b>3</b>	<b>7.50</b>	<b>4</b>	<b>144.29</b>	<b>39.72</b>	<b>-120.65</b>	<b>9.58</b>	<b>72.94</b>

**Analysis of Extra Charges (included in summary above)**

Code	Description	Amount
FUEL SURCHARGE		17.22
REMOTE AREA DELIVERY		17.50
PREMIUM 12:00		5.00
<b>Total Extra Charges</b>		<b>39.72</b>

**Analysis of Discounts**

Code	Description	Amount
Weight Charge Discount (W)		-120.65
<b>Total</b>		<b>-120.65</b>

**Analysis of VAT**

Code	Code Description	Standard rate	Rate	Taxable Total	VAT
A	Standard rate	20.00%		47.88	9.58
Z	Zero-rated	0.00%		15.48	0

**3** Company Name

REMITTANCE ADVICE

Line Address1, Line Address2, Town/City Postcode  
Tel: 01522 123456, Email: accounts@abcotd.com **5**

Date: 28-08-17

**1** Account No: 131245678

CUSTOMER ACCOUNTING  
DHL INTERNATIONAL (UK) LIMITED  
PO BOX 4833  
SLOUGH  
SL3 3JE

Date	Invoice Number	Transaction	Debit	Credit
08/17	LBA1234567 <b>2</b>	Invoice	72.94	
08/17	DHL7654321	Invoice	220.68	
08/17	DHL0246810	Credit Note		236.65

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Balance	56.97
Discount	0.00
<b>Payment</b>	<b>56.97</b> <b>4</b>

Paid by BACS



# HOW DO I PAY?

1

## MYBILL

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

1. Access the MyBill hub using the link below:  
<https://mybill.dhl.com/login/>
2. View your outstanding invoice(s) via the Dashboard.
3. To pay a single invoice, hover over the invoice details or tick the check box against the invoice, then click the 'Pay' button.
4. 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](http://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](http://www.dhl.co.uk/mybill)

4

## 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: [rupu.cash@dhl.com](mailto:rupu.cash@dhl.com)

2

## 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](http://www.dhl.co.uk/ddform)

For more information visit: [www.dhl.co.uk/directdebit](http://www.dhl.co.uk/directdebit)

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

5

## 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**.

3

## 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.
2. Tick the invoice(s) you wish to pay and click 'Pay Now'.
3. 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](http://www.dhl.co.uk/epayments)

6

## 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.

## 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.**

