Payment Options

DIRECT DEBIT: Payment is collected from your bank account on or around 23 days from the invoice date. Further information can be obtained by contacting us on 03442 480 777 or visiting our website at www.dhl.co.uk/directdebit. Select the Direct Debit link.

MYBILL: If you are registered for MyBill, payments can be made online via the MyBill hub. To sign-in or register for MyBill, please visit www.dhl.co.uk/mybill

INTERNET / TELEPHONE BANKING: If you have access to the internet or telephone banking, payments can be made to: Sort Code 40-02-50, DHL Bank Account number 91406396. Please quote your DHL Customer number and/or Invoice Number as a reference to ensure that DHL can match your payment to the invoice. The IBAN code is: GB33 MIDL 400250 91406396 and the Swift code / BIC number is: MIDLGB22.

CREDIT OR DEBIT CARD: You can settle your account using any major UK registered Credit or Debit Card. To pay by Credit or Debit card please call 03442 480 777. Alternatively you can make a payment online at www.dhl.co.uk/epayments

AT THE BANK: You can make a payment directly at the bank using an invoice giro slip or by quoting DHL bank details: Sort Code 40-02-50, DHL Bank Account number 91406396. Please ensure the bank has entered your Invoice number and/or Customer number in their system as a 'Customer Reference', to ensure we can match your payment with your invoice. Please allow 4 working days for the payment to clear your account.

All remittance advices should be sent either via email to rpu.cash@dhl.com, or posted to DHL International (UK) Ltd., Customer Accounting, PO Box 4833, Slough, SL3 3JE

Invoice information

Volumetric weight: You may be sending a large, light weight shipment where its volumetric weight exceeds its actual weight. If so, the cost of the shipment is calculated on the space your consignment takes up.

Export by Air
To calculate the volumetric weight of your shipment multiply the length x depth x width of the shipment package and divide the result by 5,000 if you have measured in centimetres and 305 if you have measured in inches.
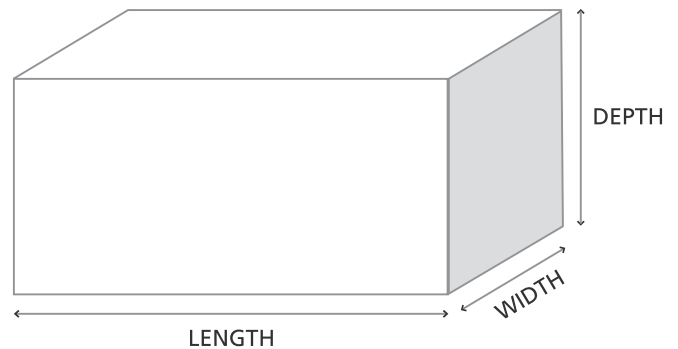
For example, assume the actual weight of your shipment is 7kg, but the volumetric weight is:

$$\frac{50cm \times 40cm \times 30cm}{5,000} = 12kg$$

In this example the volumetric weight of 12kg is greater than the actual shipment weight.

Export by Road
To calculate the volumetric weight of your shipment multiply the length x depth x width of the shipment package and divide the result by 5,000 if you have measured in centimetres and 305 if you have measured in inches.

Contact Details

For invoice enquiries:

Telephone	+44 (0)3442 480 777
Email:	ukinvoicequeries@dhl.com
Website:	www.dhl.co.uk/invoiceenquiries

If you wish to dispute your invoice, all queries must be logged within 30 days of the date of invoice. Please include the following information when contacting us:

1. DHL account number
2. DHL invoice number in full, including any associated waybill details
3. Your full company / contact name
4. Your contact email address and phone number
5. A full explanation of your enquiry

Please send correspondence to:

DHL International (UK) Limited
Customer Accounting Enquiries Department
Southern Hub
Unit 1, Horton Road
Colnbrook
Berkshire
SL3 0BB

To make a booking:
Please telephone Customer Services:
+44 (0)8442 480 844*

* Calls to DHL UK phone numbers beginning '084' cost 7 pence per minute, plus your phone company's access charge.

For general information or to track a shipment:
Please visit the DHL website: www.dhl.co.uk