

Falk Culinair

**YXG-851-93033:** Your request >> 4582507>> AVI8359941**Department:** Neil's Email**Owner:** Neil Corke**Type:** Admin**Status:** Open**Priority:** Normal**Created:** 12 April 2021 01:20 PM **Updated:** 08 June 2021 03:10 PMPosts

CDqueries@dhl.com

Dear Customer,

(User)

Thank you for your enquiry.

Please find the attached requested documents.

If you require any further information please do not hesitate to contact the Invoice Enquiries team on 0344-248-0777.

Kind regards,

DHL International (UK) Ltd
Southern Hub
Unit 1, Horton Road
Colnbrook
Berkshire
SL3 0BB

Tel: 03442 480 777

Fax: 03442 090 059

E-mail: CDqueries@dhl.comwww.dhl.co.ukFor MyBill, Invoice or Payment Enquiries please visit: www.dhl.co.uk/mybill

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Posted on: 12 April 2021 01:20 PM

Neil Corke
Director

(Staff)

Good afternoon,

Thank you for the copy invoice which was not received by post.

The value of the goods imported was 7,275.51 EUR which at the GBP/EUR exchange rate of 1.16792 on 26 March is £6,229.46

The invoice you have sent is charging 20% VAT on amount of £10,959.35

The shipping charge for this consignment was £1,044.64

Could you please explain the difference?

Yours sincerely,

Neil Corke
Director

Posted on: 14 April 2021 12:16 PM

CDqueries@dbrown Neil,

(Recipient)

Thank you for contacting DHL and we apologise for the delay in the response.

Please be advised that we have raised a query for you under the reference no.: 4639224.

Your invoice will now go on hold (if it hasn't been paid already), so we will not chase you for payment whilst we investigate this. Your query will be resolved as early as possible.

For updates to this enquiry please contact DHL Customer Accounting on 0344 248 0777 option 7 quoting this reference number

We appreciate your valuable time.

Regards,

Benita

Backline Queries

DHL International (UK) Ltd
Southern Hub
Unit 1, Horton Road
Colnbrook
Berkshire
SL3 0BB

Tel : 03442 480 777

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Posted on: 04 May 2021 09:20 AM

**DO NOT
REPLY
(DHL G...**

[cid:image001.gif@01D74CAC.4B159330]

Your invoice enquiry

(User)

Dear Customer

Thank you for your enquiry with DHL International (UK) Ltd, relating to the above invoice number.

We can confirm we have registered your query under the above reference and this is currently being investigated. Although we aim to resolve enquiries as quickly as possible, occasionally there can be delays.

Therefore please accept our apologies and be assured that we will let you know the resolution shortly.

Best Regards,

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

For e-Billing, Invoice or Payment Enquiries please visit:www.dhl.co.uk/invoiceenquiries

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Posted on: 19 May 2021 01:00 PM

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(DHL G...**

[cid:image001.gif@01D758A4.3031CD50]

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(User)

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Best Regards,

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Posted on: 03 June 2021 06:30 PM

**e-
billing.uk1@dhl.c...**

(User)

EXCELLENCE. SIMPLY DELIVERED.



THIS IS AN AUTOMATED MESSAGE, DO NOT REPLY

Dear DHL Customer,

Thank you for registering for DHL MyBill. We are pleased to inform you that you are approved to receive invoices electronically.

To access your account the first time, click the link below to set your password *:
Visit <https://mybill.dhl.com/enrol/confirm/password/3u0nw-5rb-97584e996f1d8369f2b4/>

Please note: the link above will expire in 3 days.
After this period, please click 'Forgotten Password?'

Your login name is: neil.corke@falkcopperpans.com

If you have any invoice related questions, please contact +44 (0)3442 480 777.

Thank you for choosing DHL.

Sincerely,

The DHL MyBill Team

*Note: Password reset through the above link will not change your current DHL.com password for online shipping.

Please do not reply to this email; it is used to send automated emails and is not monitored for responses. If you have any questions, please contact DHL Billing Support.

Posted on: 08 June 2021 03:10 PM