

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:** 27 January 2022 08:40 AMPosts

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**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.com](mailto:CDqueries@dhl.com)[www.dhl.co.uk](http://www.dhl.co.uk)For MyBill, Invoice or Payment Enquiries please visit: [www.dhl.co.uk/mybill](http://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

Fax: 03442 090 059

E-mail: [CDqueries@dhl.com](mailto:CDqueries@dhl.com)

[www.dhl.co.uk](http://www.dhl.co.uk)

For MyBill, Invoice or Payment Enquiries please visit: [www.dhl.co.uk/mybill](http://www.dhl.co.uk/mybill)

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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

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Posted on: 19 May 2021 01:00 PM

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

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

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](http://www.dhl.co.uk/invoiceenquiries)

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Posted on: 03 June 2021 06:30 PM

**Rana  
Aulakh  
(DHL GB...**

Dear Neil

Hope you're well.

(User)

This is an urgent email for you to arrange an immediate payment for the overdue March invoice AVI8359941. Please see attached.

Any further delay will leave your account at risk.

Due to age of the debt, please can you make a card payment or a same day transfer asap.

For any further assistance, please contact me on the number below or send an email.

Many thanks  
Kind Regards

Rana Aulakh  
Receivables Agent  
[Description: Description: cid:image001.png@01D0097D.C1F84660]  
DHL International (UK) Ltd,  
Southern Hub,  
Unit 1, Horton Road,  
Colnbrook  
Berkshire  
SL3 0BB

Tel: 0208 818 0858 Opt 3  
Skype no: 01753-283779  
E-mail: rana.aulakh@dhl.com  
www.dhl.co.uk

For Mybill, Invoice or Payment Enquiries please visit:  
<https://mybill.dhl.com/login/>

How am I doing? If you have feedback please email my manager: paul.tompkins@dhl.com

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Posted on: 08 June 2021 03:10 PM

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

(User)



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](mailto: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

**Neil Corke**

Director

Good morning,

(Staff)

Please see attached email ticket with DHL regarding this invoice which is currently hold as the invoice total does not correspond to the customs declaration.

Apart from the messages of May 14, May 19 and June 03 advising this is "being investigated" there has been no substantive response from DHL, or explanation for the discrepancy and until this is explained I am unable to approve the invoice for settlement.

I would be grateful if you would deal with our enquiry of April 12 so this can be concluded.

Please do not hesitate to contact me if I can be of any further assistance.

Kind regards,

Neil Corke

Director

Posted on: 09 June 2021 08:25 AM

**Rana**

**Aulakh**

**(DHL GB...**

(Recipient)

Dear Neil

Thank you for your email.

I have attached the relevant paperwork for this shipment.

We can see CIF value on the commercial invoice with 7275.51, however the carriage cost was not split out or mentioned. We have therefore used our own calculation for the carriage cost.

Unfortunately we are not able to reclaim any VAT charges. As you are fully VAT registered, we shall need to request our invoice to be paid by return and you reclaim it on your VAT returns.

This is in accordance with the attached instructions from HMRC on how to reclaim your VAT.

Many thanks

Kind Regards

Rana Aulakh  
Receivables Agent  
[Description: Description: cid:image001.png@01D0097D.C1F84660]  
DHL International (UK) Ltd,  
Southern Hub,  
Unit 1, Horton Road,  
Colnbrook  
Berkshire  
SL3 0BB

Tel: 0208 818 0858 Opt 3  
Skype no: 01753-283779  
E-mail: rana.aulakh@dhl.com  
www.dhl.co.uk

Posted on: 15 June 2021 09:25 PM

**Poonam  
Ratra (DHL  
G...**

Dear Sir/Madam,

Thank you for your recent enquiry, which has been passed to me to respond to.

(User)

Regretfully, I have to inform you that in this situation there can be no direct refund of VAT. As you will see from the enclosed latest H.M. Customs & Excise Information Paper, HMR&C direct that in these cases, VAT should be recovered through your VAT returns.

I trust that the above will resolve your enquiry, but if anything further is required please contact me directly on the details below. Further information can also be obtained from Customs on 03002003700 or at [www.hmrc.gov.uk](http://www.hmrc.gov.uk)

Yours sincerely,  
Customer Accounting  
DHL Express (UK) Limited  
Tel: +44 (0) 8442 480 777

[HMRC\_ML\_C]  
CUSTOMS INFORMATION PAPER (11) 14

CHANGE TO THE PROCESS OF CLAIMING IMPORT VAT REPAYMENTS

Who should read:

VAT registered traders involved in claiming overpaid import VAT via the National Duty Repayment Centre (NDRC) in Dover.

What is it about:

Change to process of claiming overpaid import VAT

When effective:

1st March 2011

Extant until/ Expires

N/A

### 1. Introduction

Section 1 of the VAT Act 1994 provides for import VAT to be charged and payable as if it were a duty of customs. The application of this section does not extend to any other aspect of the Customs regime such as repayment or recovery of customs duties. In view of this, the repayment of Import VAT is governed by the usual VAT regime rules.

### 2. Change to the method of claiming Import VAT repayments

As claims for repayment of import VAT do not relate to the charge or payment of a customs duty, such claims should no longer be made using the customs repayment application forms C285 or C&E 1179.

All public notices and forms will be amended in due course to take this change into account.

With effect from 1st March 2011 all overpayments of import VAT should be re-claimed via the VAT return under the normal VAT rules. Any repayment claims for import VAT on a C285 or C&E 1179 received after this date will be refused.

This change in process is only for fully taxable VAT registered importers. It will not apply to non-VAT registered or partially exempt importers. Repayments for these groups can still be requested via the current system.

### 3. Contacts

Jan Pond

Customs Duty Liability

HMRC

10th Floor

Alexander House

21 Victoria Avenue

Southend on Sea

Essex SS99 1AA

01702 367138

jan.pond@hmrc.gsi.gov.uk

Issued on the 17 February 2011 by the JCCC Secretary HMRC, Excise, Customs Stamps & Money Directorate.

If you have a question about the content of this paper please use the details provided in the Contacts section. For general queries please call the Customs, International Trade & Excise Helpline on Tel 0845 010 9000.

For comprehensive guidance on international trade regulation, as well as advice on market information and business growth visit the Business Link website

Kind Regards

Poonam Ratra  
Backline Customs Agent

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

Tel: +44 (0) 3442 480 777

Email: [poonam.ratra@dhl.com](mailto:poonam.ratra@dhl.com)  
[www.dhl.co.uk](http://www.dhl.co.uk)

For MyBill, Invoice or Payment Enquiries please visit:  
[www.dhl.co.uk/invoiceenquiries](http://www.dhl.co.uk/invoiceenquiries)

How am I doing? If you have any feedback please email my manager:  
[Kristian.Jones@dhl.com](mailto:Kristian.Jones@dhl.com)

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Posted on: 08 September 2021 02:45 PM

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

[cid:image001.gif@01D7AACF.F97B2B70]

(User)

CULINARY CONCEPTS LIMITED  
39C LANCASTER WAY BUS PARK

ELY  
CB6 3NW

FAO: Financial Controller  
Notification of Overdue Balance

Dear Sir / Madam,  
Trx Date

Due Date

Trx No

Query ?

Amount

Balance

31/03/2021

07/04/2021

AVI8359941

2246.67

2246.67

Total £

2246.67

Please find above a statement of your account relating to import duty and VAT of which payment terms are immediate. We must now formally request payment of the overdue as shown above. If you have paid within the last five days please deduct this from the outstanding balance.

If you are registered on MyBill you can pay online or raise an invoice query by visiting <https://mybill.dhl.com/login/>

To register on MyBill please visit <https://mybill.dhl.com/login/>

For other payment options please visit [www.dhl.co.uk/payment\\_options](http://www.dhl.co.uk/payment_options)

Payment of the outstanding balance must be received within 7 days from the date of this letter, or without further notice your account will:

- a) Incur a statutory penalty and interest pursuant to the Late Payment of Commercial Debts (interest) Act 1998, as amended and supplemented by the Late Payment of Commercial Debts Regulations 2002 and
- (b) Be passed to our Legal Department for litigation and referred to a debt recovery agency acting for and on behalf of DHL, who will seek recovery of the full principal sum, penalty and interest, and to whom all communication and payment will need to be directed.

Yours faithfully,

DHL International Customer Accounts

Tel: 0344 2480777

DHL International (UK) Limited, PO Box 4833, Slough, SL3 3JE. Registration No: 01184988 VAT No: GB751812341

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Posted on: 16 September 2021 08:05 AM

**Neil Corke**

Director

Dear Ms Aulakh,

(Staff)

We acknowledge your email dated 08 September, 2021.

Despite taking nearly five months to respond to our communication sent on April 14, your reply does not even remotely address the issue we raised since at no time has a VAT refund been requested by ourselves.

As previously explained, our company has no issue with the VAT charged for the goods imported from Belgium, but as you appear to understand the amount used for calculating the VAT on the carriage costs was incorrect.

The value of the goods was 7,275.51 EUR which at the GBP/EUR exchange rate of 1.16792 on 26 March is £6,229.46. The actual shipping charge was £1,044.64, making a total of £7,274.10, on which 20% standard-rate UK VAT is £1,454.82, and not £2,191.87 as you are trying to charge.

To suggest that we are in some way responsible for your error by not “splitting out” the carriage charge is ridiculous. This shipment was booked with Transglobal Express Limited on March 23, and there was no input box on their booking form to enter the shipping charge which we were only notified of after the booking had been submitted.

Moreover, there was no mention of DHL in the booking process either, the service being described as “Transglobal Economy Select” which we understand to be a white-label service provided to Transglobal Express Limited by DHL. As a matter of law, we contracted with Transglobal Express not DHL. As we did not enter any contract with yourselves, it must also follow that your terms of business were never agreed or accepted by us, including as appears to be the case, your dubious practice of charging VAT on an inflated and/or fictitious amount for carriage.

While the company may be able to recover overcharged VAT on its next VAT return, that is not due until March 2022 as the company is on the annual accounting scheme and this would mean

carrying the cost of DHL's mistake for several months, and which is completely unacceptable.

In the circumstances, I am not prepared to approve your defective invoice number AVI8359941 for settlement for the reasons outlined above, and which is hereby rejected.

If you would like to either correct the invoice you have sent us, or issue a credit note for £737.05 we will reconsider our position.

Yours sincerely,

Neil Corke  
Director

Posted on: 21 September 2021 10:34 AM

**CDqueries@dhl.com** be advised we are currently experiencing a high volume of calls and emails but we will aim to get back to you as soon as we can\*

(Recipient)

For Remittance or Payment allocation enquiries, please email [RPU.CASH@DHL.COM](mailto:RPU.CASH@DHL.COM)

For Entry document amendments submitted on the Customers Deferment Number or Nil revenue, please email [ukavipostclr@dhl.com](mailto:ukavipostclr@dhl.com)

For Entry document amendments submitted on DHL's Deferment number (A8151025) , please email [ukqualitysupport@dhl.com](mailto:ukqualitysupport@dhl.com)

For Export document request, please email [ukexpse@dhl.com](mailto:ukexpse@dhl.com)

For Clearance instruction for an upcoming shipment, please email [ukimports@dhl.com](mailto:ukimports@dhl.com)

We appreciate your valuable time.

Kind regards,

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

Tel : 03442 480 777

Fax: 03442 090 059

Registration No: 01184988

VAT No: GB751812341

E-mail: CDqueries@dhl.com  
www.dhl.co.uk

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](http://www.dhl.co.uk/mybill)

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Posted on: 21 September 2021 10:45 AM

**Mark  
Jones (DHL  
GB)**

Good afternoon Neil,

Thank you for your email below.

(Recipient)

I know my team have been discussing the charges DHL paid on behalf Culinary Concepts in March of this year.

We have discussed the overcharges on the entries with HMRC, they may be able to correct the entry for DHL but would first require a disclaimer from Culinary concepts that the original amount of VAT cleared against your VAT number will not be reclaimed

Please can I request your support with this? We need you to please copy and paste the below statement into your reply to this email or onto Culinary Concepts company letter head HMRC may allow us to reclaim the incorrect amounts charged against our deferment account.

The details needed are below.

AVI8359941 31/03/21 £ 2,246.67

Cleared as EUR 7275.51 (plus Freight) instead of EUR 7275.51 (CIF Value)

AWB 4327811666 Entry 670 225620W Date 26/03/2021

I am expecting a direct or partial repayment to be made to DHL and no claim to input tax deduction has been or will be made by me on the basis of the document as originally issued”.

Regards

Mark Jones  
D&V Credit Control – Supervisor

[Description: Description: cid:image001.png@01D0097D.C1F84660]

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

Tel: +44 (0) 208 818 0819 Option 3 / skype tel: 01753 283571

E-mail: mark.jones4@dhl.com

www.dhl.co.uk

Please be aware of customs changes from 1st July: <https://www.dhl-eucustoms.com/index.html>

How am I doing? If you have feedback please email my manager: [gayatri.kanwal@dhl.com](mailto:gayatri.kanwal@dhl.com)

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Posted on: 21 September 2021 01:35 PM

**CDqueries@dbbairneil,**

(Recipient)

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

Please be advised that we have raised a query for you under the reference no.: 4986832.

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 at the earliest

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.

Kind regards,

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

Tel: 0344 248 0912  
Registration No: 01184988  
VAT No: GB751812341  
E-mail: cdqueries@dhl.com

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](http://www.dhl.co.uk/mybill)

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Posted on: 23 September 2021 02:05 PM

**Neil Corke** AVI8359941 31/03/21 £ 2,246.67  
Director Cleared as EUR 7275.51 (plus Freight) instead of EUR 7275.51 (CIF Value)

AWB 4327811666 Entry 670 225620W Date 26/03/2021

(Staff)

I am expecting a direct or partial repayment to be made to DHL and no claim to input tax deduction has been or will be made by me on the basis of the document as originally issued.

Yours sincerely,

Neil Corke  
Director

Posted on: 08 October 2021 12:21 PM

**Neil Corke**  
Director

Good afternoon Mark,

Thank you for your email of September 21.

(Staff)

I have just sent you a copy and paste email with the content requested.

Could you please confirm this is all that you require.

Kind regards,

Neil Corke  
Director

Posted on: 08 October 2021 12:22 PM

**CDqueries@dhl.com** Please be advised we are currently experiencing a high volume of calls and emails but we will aim to get back to you as soon as we can\*

(User)

For Remittance or Payment allocation enquiries, please email RPU.CASH@DHL.COM

For Entry document amendments submitted on the Customers Deferment Number or Nil revenue, please email ukavipostclr@dhl.com

For Entry document amendments submitted on DHL's Deferment number (A8151025) , please email ukqualitysupport@dhl.com

For Export document request, please email ukexpse@dhl.com

For Clearance instruction for an upcoming shipment, please email ukimports@dhl.com

We appreciate your valuable time.

Kind regards,

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

Tel : 03442 480 777  
Fax: 03442 090 059

Registration No: 01184988  
VAT No: GB751812341

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Posted on: 08 October 2021 12:30 PM

**CDqueries@dhl.com** Please be advised we are currently experiencing a high volume of calls and emails but we will aim to get back to you as soon as we can\*

(User)

For Remittance or Payment allocation enquiries, please email [RPU.CASH@DHL.COM](mailto:RPU.CASH@DHL.COM)

For Entry document amendments submitted on the Customers Deferment Number or Nil

revenue, please email [ukavipostclr@dhl.com](mailto:ukavipostclr@dhl.com)

For Entry document amendments submitted on DHL's Deferment number (A8151025) , please email [ukqualitysupport@dhl.com](mailto:ukqualitysupport@dhl.com)

For Export document request, please email [ukexpse@dhl.com](mailto:ukexpse@dhl.com)

For Clearance instruction for an upcoming shipment, please email [ukimports@dhl.com](mailto:ukimports@dhl.com)

We appreciate your valuable time.

Kind regards,

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Posted on: 08 October 2021 12:30 PM

**Mark Jones (DHL GB)** Thanks Neil,  
Please be advised that I have passed this onto our queries team to review in due course.

(Recipient) Regards

Mark Jones  
D&V Credit Control – Supervisor

[Description: Description: cid:image001.png@01D0097D.C1F84660]

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

Tel: +44 (0) 208 818 0819 Option 3 / skype tel: 01753 283571  
E-mail: mark.jones4@dhl.com  
www.dhl.co.uk

Please be aware of customs changes from 1st July: <https://www.dhl-eucustoms.com/index.html>

How am I doing? If you have feedback please email my manager: [gayatri.kanwal@dhl.com](mailto:gayatri.kanwal@dhl.com)

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From: Neil Corke  
Sent: 08 October 2021 12:21  
To: Copy Docs Queries (DHL GB)  
Cc: Mark Jones (DHL GB)  
Subject: [#YXG-851-93033]: Your request >> 4582507>> AVI8359941

AVI8359941 31/03/21 £ 2,246.67  
Cleared as EUR 7275.51 (plus Freight) instead of EUR 7275.51 (CIF Value)  
AWB 4327811666 Entry 670 225620W Date 26/03/2021

I am expecting a direct or partial repayment to be made to DHL and no claim to input tax deduction has been or will be made by me on the basis of the document as originally issued.

Yours sincerely,

Neil Corke  
Director

Ticket Details

Posted on: 08 October 2021 12:40 PM

**CDqueries@dhl.com**

(User) Dear Neil ,

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

We have raised a query with the reference number 4986832 as per your request and it is being worked upon and our team will contact you with an update at the earliest.

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.

Kind regards,

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

Tel: 0344 248 0912  
Registration No: 01184988  
VAT No: GB751812341  
E-mail: cdqueries@dhl.com

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Posted on: 13 October 2021 05:10 PM

**Neil Corke**  
Director

Good morning Mark,

(Staff)

I refer to your email dated 21 September 2021, concerning this long running saga, which I am copying below for ease of reference.

You acknowledged receipt of the requested disclaimer on 08 October and advised this me had been passed onto the relevant team. Instead of a corrected invoice we have now received the attached missive threatening litigation. The statement "We are aware of no queries in relation to the Debt" is obviously not correct.

For avoidance of any doubt, the claim is fully disputed and any proceedings will be vigorously defended. Please note our address for service is 483 Green Lanes, London N13 4BS.

I am contacting you before passing this onto our UK legal representatives, as you have been helpful in the past.

Kind regards,

Neil Corke  
Director

---- Received on: 21 September 2021 01:35 PM ----

Good afternoon Neil,

Thank you for your email below.

I know my team have been discussing the charges DHL paid on behalf Culinary Concepts in

March of this year.

We have discussed the overcharges on the entries with HMRC, they may be able to correct the entry for DHL but would first require a disclaimer from Culinary concepts that the original amount of VAT cleared against your VAT number will not be reclaimed

Please can I request your support with this? We need you to please copy and paste the below statement into your reply to this email or onto Culinary Concepts company letter head HMRC may allow us to reclaim the incorrect amounts charged against our deferment account.

The details needed are below.

AVI8359941 31/03/21 £ 2,246.67

Cleared as EUR 7275.51 (plus Freight) instead of EUR 7275.51 (CIF Value)

AWB 4327811666 Entry 670 225620W Date 26/03/2021

I am expecting a direct or partial repayment to be made to DHL and no claim to input tax deduction has been or will be made by me on the basis of the document as originally issued”.

Regards

Mark Jones  
D&V Credit Control – Supervisor

[Description: Description: cid:image001.png@01D0097D.C1F84660]

DHL International (UK) Limited  
Customer Accounting  
Southern Hub  
Unit 1, Horton Road  
Colnbrook  
Berkshir

Posted on: 13 January 2022 11:14 AM

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(User)

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For Entry document amendments submitted on the Customers Deferment Number or Nil revenue, please email ukavipostclr@dhl.com

For Entry document amendments submitted on DHL's Deferment number (A8151025) , please email ukqualitysupport@dhl.com

For Export document request, please email [ukexpse@dhl.com](mailto:ukexpse@dhl.com)

For Clearance instruction for an upcoming shipment, please email [ukimports@dhl.com](mailto:ukimports@dhl.com)

We appreciate your valuable time.

Kind regards,

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Posted on: 13 January 2022 11:25 AM

**Mark  
Jones (DHL  
GB)**

Good afternoon Neil,

I acknowledge that you sent VAT disclaimers to us on 6th October and that your queries were re-logged.

(Recipient)

However your queries were further investigated by our queries team who contacted you on 29th December stating that as the Importer is “fully” VAT registered we cannot process a VAT reclaim through HMRC.

You then receive partial credits for the Disbursement fees. We shall now need to request that you process the remaining charges for urgent payment and that you reclaim the VAT on your next Vat returns in 3 weeks’ time.

Regards

Mark Jones  
D&V Credit Control – Supervisor

[Description: Description: cid:image001.png@01D0097D.C1F84660]

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Customer Accounting  
Southern Hub  
Unit 1, Horton Road  
Colnbrook  
Berkshire  
SL3 0BB

Tel: +44 (0) 208 818 0819 Option 3 / skype tel: 01753 283571  
E-mail: mark.jones4@dhl.com  
www.dhl.co.uk

Posted on: 13 January 2022 02:10 PM

**Neil Corke**  
Director

Thank you Mark,

(Staff)

I will need to speak with the lawyer again about this as I signed a declaration (at your request) stating we will not seek to recover the incorrectly charged amount as input tax.

As I understood the position, the reason for VAT on the freight charge not being calculated correctly on this invoice was because DHL did not know what DHL were charging for delivery.

There another disputed invoice - AVI8887157 - where the actual freight charge was clearly indicated on the declaration. Again, a different figure was used to calculate the VAT on this. Could I ask you to explain why this was also not charged correctly?

Kind regards,

Neil Corke  
Director

Posted on: 13 January 2022 02:40 PM

**CDqueries@dhl.com** be advised we are currently experiencing a high volume of calls and emails but we will aim to get back to you as soon as we can\*

(User)

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We appreciate your valuable time.

Kind regards,

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Posted on: 13 January 2022 02:50 PM

**Neil Corke**  
Director

Good afternoon,

(Staff)

I refer to my email dated January 13, a copy of which is attached for ease of reference, and to which we have not received the courtesy of a response.

With regard to your invoice number AVI8887157 dated October 19, 2021, we request an explanation for the incorrect amount being used to calculate the VAT on the shipping charge, which was clearly documented on the booking forms and import declaration. In particular, we would like to know why you consider yourselves entitled to disregard the actual amount charged, and substitute that with 5% of the value of the goods in place of the amount actually charged,

I have a call with our UK solicitor scheduled later this week, and would ask that you provide the information requested above as soon as possible.

As previously advised, these invoices remain disputed, in the absence of any kind of satisfactory explanation and I reserve our position generally.

Regards,

Neil Corke  
Director

--- Sent on: 13 January 2022 02:40 PM ----

Thank you Mark,

I will need to speak with the lawyer again about this as I signed a declaration (at your request)

stating we will not seek to recover the incorrectly charged amount as input tax.

As I understood the position, the reason for VAT on the freight charge not being calculated correctly on this invoice was because DHL did not know what DHL were charging for delivery.

There another disputed invoice - AVI8887157 - where the actual freight charge was clearly indicated on the declaration. Again, a different figure was used to calculate the VAT on this. Could I ask you to explain why this was also not charged correctly?

Kind regards,

Neil Corke  
Director

Mark Jones (DHL GB)RECIPIENT  
Received on: 13 January 2022 02:10 PM  
Good afternoon Neil,

I acknowledge that you sent VAT disclaimers to us on 6th October and that your queries were re-logged.

However your queries were further investigated by our queries team who contacted you on 29th December stating that as the Importer is “fully” VAT registered we cannot process a VAT reclaim through HMRC.

You then receive partial credits for the Disbursement fees. We shall now need to request that you process the remaining charges for urgent payment and that you reclaim the VAT on your next Vat returns in 3 weeks’ time.

Regards

Mark Jones  
D&V Credit Control – Supervisor

Posted on: 24 January 2022 04:39 PM

**CDqueries@dhl.com** be advised we are currently experiencing a high volume of calls and emails but we will aim to get back to you as soon as we can\*

(User)

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Posted on: 24 January 2022 04:50 PM

**CDqueries@dhl.com**

Dear Neil,

(User)

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

Your query with the reference number 5173680 against the invoice AVI8887157 has been resolved.

Please find attached the credit note for your reference.

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.

Kind regards,

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

Tel: 0344 248 0912  
Registration No: 01184988  
VAT No: GB751812341  
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Posted on: 27 January 2022 08:40 AM