

# A quick guide to reading your invoice



## 1. Contact

Ways to contact UPS about your invoice if help is needed. For additional ways to contact UPS, please see the last page of this guide.

## 2. Payment terms


Information about when to pay your invoice for the products and/or services provided.

## 3. Details

The summary of charges for the billing period.

## 4. Payment information

Amount due and bank details for transfers and payments.



01 202304181255 000346 01 01

**Invoice**

**UPS TEST-ACCOUNT**

MR. TEST SENDER  
MONT DES ARTS,  
1000 BRUXELLES,  
BELGIUM

Invoice Date  
**18 April 2023**

Account No.: XXXXXX  
Invoice No.: 00000000

Cust. Tax-ID-No.: XX 000 0000 00  
UPS Tax-ID-No.: NL000000000B01  
UPS License No.: 00000000  
Commercial Reg. No.: 00000000  
UPS Reg. at Customs: 00000000

**1** For questions about this invoice, please call UPS at: **078-250877**

**United Parcel Service**  
Belgium BV./S.A.  
Woluwelaan 156  
1831 Diegem  
Belgium

Thank you for using UPS.

*This invoice is payable in full within 30 days of receipt. In case of late payment, UPS maintains the right to apply interest of 8%. In addition, UPS charges a late payment fee up to a maximum amount of EUR 40. The Brussels' courts have jurisdiction. The terms and conditions of carriage valid as of January 2023 are applicable.*

**3** This page contains a summary of your shipping activity for the period ending 15 April 2023.


**Summary of Charges**

Print Invoice Fee	
Computer Manifest	
Non-European Union Waybills	
Adjustments	
<b>Total Non-Taxable Charges</b>	
<b>Total Amount Due</b>	<b>EUR</b>

Art.196 - Dir 2006/112/EC reverse charge  
Exempt for Article 41§1,3

**2**

**4**



**United Parcel Service**

Remit to:  
**United Parcel Service**  
Belgium BV./S.A.  
Woluwelaan 156  
1831 Diegem  
Belgium

**Remittance**  
Please reference your invoice number when making a payment.

Payment from  
Account No.: XXXXXX

**UPS TEST-ACCOUNT**

MR. TEST SENDER  
MONT DES ARTS,  
1000 BRUXELLES,  
BELGIUM

Bank:  
Fortis Bank SA/NV

Acct.:  
IBAN:  
BIC:

Invoice Number  
00000000

Total Amount Due  
EUR

# Your bill explained

<b>Computer Manifest Summary</b> <span style="float: right;">1</span>							
Date	Record No.	Pkgs	BE Charges	EU Charges	Basic/Tier Discount	Net Charges	
13 Apr	000000000	1	0,00	92,40 <sup>F</sup>			
	Additional Handling			10,75 <sup>JA</sup>			
	Fuel Surcharge			18,31			
<b>Total Computer Manifest Charges</b>			<b>EUR 0,00</b>	<b>121,46</b>			
Art.196 - Dir 2006/112/EC reverse charge							

<b>Computer Manifest Detail</b> <span style="float: right;">1</span>							
Record No.: 000000000		Packages: 2				Date: 03 Oct	
Shipment No./ Tracking No.	Pkgs	Ctry/ Territory Zone Postal	Weight	Service	Charges	Basic/Tier Discount	Net Charges
1ABC0000000000000000	1	GB 001	12.0	Dom. Standard	42.35		
				Additional Handling - Length	8.70 <sup>JA</sup>		
				Peak/Demand Surcharge-Addl Handling	5.90		
				Fuel Surcharge	11.11		
Reference No.: 000000000							
1ABC0000000000000000	1	GB 001	12.0/14.0	Dom. Standard	42.35		
				Additional Handling - Length	8.70 <sup>JA</sup>		
				Peak/Demand Surcharge-Addl Handling	5.90		
				Fuel Surcharge	11.11		
				Audited Dimensions = 154 x 25 x 18 cm			
				Customer Entered Dimensions = 145 x 20 x 20 cm			

- 1 Computer Manifest Summary/ Computer Manifest Detail**

The summary provides an overview of any UPS shipments made domestically or within the European Union during the billing period. The detail gives you a full breakdown of every individual shipment including weight, zone, service, destination, charges, reference details and corrections.

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- 2 Record Number**

A reference UPS automatically assigns to all Computer Manifest related volume made on a given day.

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- 3 Surcharges**

This is a breakdown of surcharges for the shipment, either selected or derived based on services selected. You will find an explanation of the most common surcharges and additional service costs in the glossary on page 4.

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- 4 Shipping Charges**

This rate refers to the cost of sending and receiving a UPS shipment; it is determined by the service level, destination zone and weight of the shipment.

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- 5 Zone**

Every destination is assigned a zone and each zone has a tariff applied. This helps you to quickly identify the cost of a shipment. Please refer to the UPS Service & Tariff Guide at [UPS.com](https://www.ups.com) for full details.

# Your bill explained

<b>Waybill Detail - European Union Shipments</b> <span style="float: right;">6</span>							
Date	Shipment No./ Parent ID	Reference No.	Service	Zone	Pkgs	Weight/ Container	
07 Mar	1ABC0000000000000000	ABC123ABC123	TB Express Saver	002	1	8,0/8,5 <sup>D</sup> PKG	
Sender: Consignee:							
Payor	Description		Charges	Basic/Tier Discount	Net Charges		
Shipper	Transportation		71,80				
	Fuel Surcharge		21,53				
	Demand Surcharge-Com		1,79				
	Audited Dimensions = 80 x 51 x 12 cm						
<b>Total Charges for Shipment</b> 1ABC0000000000000000			<b>EUR</b>		<b>95,12</b>		
21,00 % TVA							
Date	Shipment No./ Parent ID	Reference No.	Service	Zone	Pkgs	Weight/ Container	
08 Mar	1ABC0000000000000000	ABC123ABC123	TB Express Saver	061	2	13,0/20,5 <sup>D</sup> PKG	
Sender: Consignee:							
Payor	Tracking No.	Description	Charges	Basic/Tier Discount	Net Charges		
Shipper		Transportation	586,10				
		Fuel Surcharge	172,69				
		Demand Surcharge-Com	4,31				
		Audited Dimensions = 64 x 54 x 24 cm					
		Audited Weight 13,9 kgs					
		Customer Entered Package Weight 6,5 kgs					
<b>Total Charges for Shipment</b> 1ABC0000000000000000			<b>EUR</b>		<b>763,10</b>		
21,00 % TVA							

## 6 Waybill Summary/ Waybill Detail

The summary provides an overview of any UPS shipments you made to or from the UK, to or from the European Union, and to or from other worldwide countries. The detail gives you a full breakdown of every individual shipment including weight, zone, service, destination, charges, reference details and corrections.

## 7 Tracking Number

This is the individual tracking number assigned to each shipment you make. It is detailed under the Waybill Summary, Computer Manifest Detail and Waybill Detail sections. This unique number also allows you to track the status of your order at any time at [UPS.com](https://www.ups.com).

## 8 Shipment Reference

This reference is an optional identifier that you define by completing the "reference" fields during the shipping process. For example, this could be a purchase order (PO) number, a company name or a phrase that identifies that shipment. These references can be any combination of letters and numbers up to 35 characters.

## 9 Symbols

Alpha symbols are used to explain certain sections and details within your invoice. The letter D refers to a dimensional weight adjustment. For a full list and explanation of symbols, please refer to the end of your invoice.

## 10 Weight Adjustment

Packages are audited as they move through the UPS network.

If a package's weight or dimensional weight is greater than what was declared at the time of creating the shipping label, the weight and corresponding cost of the shipment will be corrected. If the billable weight is adjusted, you will see a symbol next to the weight in the Waybill Summary and Waybill Detail sections of your bill. The chargeable weight and applicable fuel surcharges have been adjusted and outlined in the "audited weight" section of your waybill detail.

# UPS terms to know

<b>Actual weight</b>	The package weight rounded up to the next whole kilo.
<b>Billable weight</b>	The weight used to calculate shipping rate. For domestic and international services, the billable weight will be the greater of the dimensional weight as compared to the actual weight.
<b>Dimensional weight</b>	This reflects the package density, which is the space a package occupies in relation to its actual weight. It applies to both domestic and international packages.
<b>Shipping rates</b>	Rates are based on shipment and shipper characteristics, including package weight and size and distance between origin and destination.

## Additional charges glossary

<b>Additional Handling Charges</b>	<p>Charges apply to any package that requires special handling, such as (but not limited to):</p> <ul style="list-style-type: none"><li>• Any article encased in an outside shipping container of metal or wood</li><li>• Any cylindrical item such as a barrel, drum, pail or tyre that is not encased in a corrugated cardboard shipping container</li><li>• Any package with the longest side exceeding 100cm (39.5"), or a second-longest side exceeding 76cm (30")</li><li>• Any package with actual weight exceeding 32 kg</li><li>• Refer to the UPS Tariff/Terms and Conditions of Service for additional information</li></ul>
<b>Large Package Surcharge</b>	A package is considered a "Large Package" when its length plus girth [girth = (2 x width) + (2 x height)] combined exceeds 300cm, but does not exceed the maximum UPS size of 400cm. Large Packages are subject to a minimum billable weight of 40kg in addition to the Large Package Surcharge.
<b>Over Maximum limits</b>	Packages with an actual weight of more than 70kg, or that exceed 274cm in length, or exceed a total of 400cm in length and girth combined [girth = (2 x width) + (2 x height)], are not accepted for transportation. If found in the UPS small package system, they are subject to an additional charge. Packages exceeding 400cm in length and girth combined are also subject to the Large Package Surcharge.
<b>Fuel Surcharge</b>	UPS uses a fuel surcharge to offset changes in global energy prices. These surcharges are updated weekly to reflect fuel prices. They are based on objective price indexes, and tables on how we apply them can be found on <a href="https://www.ups.com">ups.com</a> .
<b>Residential Delivery</b>	A residential address is defined as a location that is a home, including a business operating out of a home, which does not have an entrance that is open to the public. For each residential delivery, an additional charge per shipment applies.
<b>Address Correction</b>	If a mistake has been made in the address and the correct address is within the same destination country, UPS will make every reasonable effort to find the correct address and deliver the shipment.
<b>Extended Area and Remote Area</b>	An additional charge applies for each shipment collected or delivered in an extended or remote area based on the ease of accessibility.

## Duty and Tax Forwarding Charge

A charge that is incurred when the payer of duties and taxes is not located in the destination country.

## Chargeback for Consignee Billing Shipments; Missing/Invalid Account Number or Refusal Fee

In the event of non-payment by the receiver or third party, the original shipper will be billed a refusal fee in addition to the shipping charges. A processing fee will also be charged for a missing or invalid account number or where the package is charged to an unauthorized recipient.

## Closed Loop Billing

Closed Loop Billing is the billing process to ensure all packages that have been delivered are billed when no manifest scan is uploaded. The delivery scan will be compared to the billing detail to see if it matches for five weeks. If the tracking number has not been billed after the five week period, it will be processed through Closed Loop Billing.

## Late Payment Charge

UPS will apply a late payment charge to any bill that is overdue. Please see Page 1 of your bill for the UPS payment terms.

## Receiver/ Third Party Refuses to Pay

This charge applies when the shipper selects the receiver or a third party to pay the shipping charges and this party refuses to pay.

## Paper Invoice Fee

UPS will charge a fee for each paper invoice sent by post to your address. If you do not wish to receive paper invoices, you can sign up free of charge to the **UPS Billing Centre** and manage all your invoices electronically.

# Additional ways to contact UPS



## Customer Support

M - F, 8 a.m. to 8 p.m.  
Sat: 8 a.m. to 2 p.m.

**+32 78 250 877**



## Billing Questions

e-mail:  
French: [befcrfrench@ups.com](mailto:befcrfrench@ups.com)  
Dutch: [befcrlflemish@ups.com](mailto:befcrlflemish@ups.com)  
M - F, 9 a.m. to 4 p.m.

**+32 78 250 877**  
**Option 5**



## Technical Support

M - F,  
8:30 am to 6 p.m.

**+32 22 566 619**

For more information on UPS tariffs and services, visit [ups.com/rates](https://www.ups.com/rates).

Save money and paper by moving your billing experience online. Enrol in the UPS Billing Centre today at [ups.com](https://www.ups.com).

