

# 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.



Invoice Date  
**18 April 2023**

Account No.: XXXXXX

Invoice No.: 00000000

00 202304181259 000000 01 01

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**Invoice**

Customer TVA: FR 00000000000  
N°TVA: FR 00000000000

**UPS TEST ACCOUNT**

MR. TEST SENDER  
45 BOULEVARD RASPAIL  
75006 PARIS  
FRANCE

**1** UPS pays the VAT upon invoicing (art. 269-2 c du CGI et art. 77 de l'annexe III au CGI).  
Discount on payment is not allowed.

**2** UPS has introduced a fee for paper invoices. To receive your invoice electronically free of charge please visit [ups.com](https://ups.com).

**3** This page contains a summary of your shipping activity for the period ending 14 April 2023.

**4**

For questions about this invoice, please call UPS at:  
**0825 840 014**  
**United Parcel Service France SAS**  
**20 rue Escoffier 75012 PARIS**  
**Au capital de: 57 069 000 EURO**  
**R.C.S. PARIS B 334 175 221**

**Thank you for using UPS.**

**Due Date: 18 May 2023.** In case of late payment, UPS may apply (only to businesses, excluding consumers) (i) interests whose rate is 3 times the current interest legal rate, (ii) a late payment fee up to a maximum of 40 EUR, and (iii) a collection fee for a 40 EUR flat rate. The General Conditions of Carriage are those applicable from January 2023.

**Summary of Charges**

Computer Manifest	
Service Charge	
Discounts	
<b>Total Taxable Charges</b>	
20 % T.V.A.	
<b>Total Amount Due</b>	<b>EUR</b>

**United Parcel Service**

**Remittance**  
Please reference your invoice number when making a payment. If paying by bank transfer, please use below bank details and refer to invoice number.

Remit to: XXXXXX

**United Parcel Service France SAS**  
Service Comptabilité Clients  
35088 RENNES CEDEX 09

Payment from  
Account No.: XXXXXX

**UPS TEST ACCOUNT**

MR. TEST SENDER  
45 BOULEVARD RASPAIL  
75006 PARIS  
FRANCE

Bank: BNP PARIBAS  
Account owner : UPS France  
IBAN: FR76 3000 4001 4600 0271 6020 271  
BIC: BNPAFRPPXXX

Invoice Number  
00000000

Total Amount Due  
EUR

# Your bill explained

<b>Computer Manifest Summary</b> <span style="border: 1px solid black; border-radius: 50%; padding: 2px;">1</span>							
Date	Record No.	Pkgs	FR Charges	EU Charges	Basic/Tier Discount	<b>Net Charges</b> <span style="border: 1px solid black; border-radius: 50%; padding: 2px;">4</span>	
11 Apr	000000000	2	78,05				
	Fuel Surcharge		21,86				
	T.V.A. - 20%						
14 Apr	000000000	2	108,55				
	Fuel Surcharge		30,40				
	T.V.A. - 20%						
<b>Total Computer Manifest Charges</b>			<b>EUR 238,86</b>	<b>0,00</b>			
20,00 % T.V.A.							
<b>Computer Manifest Detail</b>							
Record No.: 000000000		Packages: 2				Date: 11 Apr	
Shipment No./ Tracking No.	Pkgs	Ctry/ Territory Zone Postal	Weight	Service	Charges	Basic/Tier Discount	Net Charges
1ABC0000000000000000	1	FR <span style="border: 1px solid black; border-radius: 50%; padding: 2px;">5</span> 002	1,0/2,0 D	Dom. Express Saver	39,70		
				Fuel Surcharge	11,12		
				Audited Dimensions = 29 x 23 x 15 cm			
				T.V.A. - 20%			
Reference No.: 2304303091							
1ABC0000000000000000	1	FR 002	1,5	Dom. Express Saver	38,35		
				Fuel Surcharge	10,74		
				T.V.A. - 20%			
Reference No.: 2304097111							
<b>Total Charges for Pickup Record</b> 000000000			<b>EUR</b>	<b>99,91</b>			
20,00 % T.V.A.							
Record No.: 000000000		Packages: 2				Date: 14 Apr	
Shipment No./ Tracking No.	Pkgs	Ctry/ Territory Zone Postal	Weight	Service	Charges	Basic/Tier Discount	Net Charges
1ABC0000000000000000	1	FR 002	7,0/8,0 D	Dom. Express Saver	56,70		
				Fuel Surcharge	15,88		
				Audited Dimensions = 42 x 32 x 29 cm			
				T.V.A. - 20%			
Reference No.: 2304097131							
1ABC0000000000000000	1	FR 001	15,0	Dom. Express Saver	51,85		
				Fuel Surcharge	14,52		
				T.V.A. - 20%			
Reference No.: CROISIER S							
<b>Total Charges for Pickup Record</b> 000000000			<b>EUR</b>	<b>138,95</b>			
20,00 % T.V.A.							

- 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 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 on [UPS.com](https://www.ups.com) for full details.

# Your bill explained

Waybill Detail - European Union Shipments						
<b>Date</b>	<b>Shipment No./ Parent ID</b>	<b>Reference No.</b>	<b>Service</b>	<b>Zone</b>	<b>Pkgs</b>	<b>Weight/ Container</b>
15 Mar	1ABC0000000000000000		TB Standard	006	1	2,0/1,5 <sup>P</sup> PKG
<b>Sender:</b>	<b>Sender name</b>			33330		FRANCE
<b>Consignee:</b>	<b>Consignee name</b>			5026		AUSTRIA
<b>Payor</b>	<b>Description</b>			<b>Charges</b>	<b>Basic/Tier Discount</b>	<b>Net Charges</b>
Shipper	Transportation			64,90		
	Declared Value			0,00		
	Fuel Surcharge			11,68		
	Audited Dimensions = 39 x 14 x 13 cm					
<b>Total Charges for Shipment</b>			1ABC0000000000000000	<b>EUR</b>	<b>76,58</b>	
20,00 % T.V.A.						
<b>Total European Union Waybill Charges</b>				<b>EUR</b>	<b>76,58</b>	
20,00 % T.V.A.						
<b>Adjustments</b>						
<b>Residential</b>						
<b>Date</b>	<b>Shipment No.</b>	<b>Reference No.1/ Reference No.2</b>		<b>Charges</b>		<b>Net Charges</b>
14 Mar	1ABC0000000000000000					
15 Mar	1ABC0000000000000000					
<b>Total Charges for Residential Adjustments</b>				<b>EUR</b>		
20,00 % T.V.A.						
<b>On-Call Pickup Requests</b>						
<b>Pickup Date</b>	<b>Request Date</b>	<b>Pickup Request No.</b>	<b>Reference No.1/ Reference No.2</b>	<b>Tracking Number</b>		
14 Mar	13 Mar	29S2EDFK0S5	9E752703203 1ABC0000000000000000	1ABC0000000000000000		
<b>Sender:</b>	<b>Sender name</b>			33330		
	<b>Consignee name</b>					

## 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 on [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 amount of 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** at the bottom of this guide and manage all your invoices electronically.

# Additional ways to contact UPS



## Customer Support

M - F, 8 a.m. to 7 p.m.

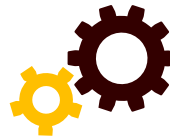
**01 73 00 66 61**



## Billing Questions

M - F, 8 a.m. to 4 p.m.

**0825 840 014**  
(Service 0,18 €/min + call fees)



## Technical Support

M - F, 8 a.m. to 7 p.m.

**01 57 32 40 60**

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).

