

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.



00 202304181317 000000 01 01

Invoice

UPS TEST ACCOUNT

MR. TEST SENDER
C. BONIFACIO ZAMORA 5,
09001 BURGOS,
SPAIN

Invoice Date
18 April 2023

Account No.: XXXXXX
Invoice No.: 00000000

Cust Tax-ID-No.: XX 000 0000 00
UPS Tax-ID-No.: XXX000000000

1 Inscribed in the Commercial Registry of Madrid, Tome 1212, Book 0, Section 8, Folio 80, Page N-5407, Inscription 53. VAT ID number ESC28328508.

2 Thank you for using UPS.

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

For questions about this invoice, please call UPS at: 917 45 64 00

United Parcel Service
España LTD. Y Compañía S.R.C.
Parque Empresarial Alvento. Edificio Alvento 2
Calle Via de los Poblados,1
28033-Madrid

UPS has introduced a fee for paper invoices. To receive your invoice electronically free of charge please visit ups.com.

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

4

Summary of Charges

European Union Waybills	150.00
Service Charge	1.00
Discounts	1.00
Total Taxable Charges	150.00
21 % I.V.A.	31.50
Total Amount Due	EUR 181.50

United Parcel Service

Remittance
Please reference your invoice number when making a payment.

Payment from
Account No.: XXXXXX

UPS TEST ACCOUNT

MR. TEST SENDER
C. BONIFACIO ZAMORA 5,
09001 BURGOS,
SPAIN

Invoice Number
00000000

Remit to:
United Parcel Service
España LTD. Y Compañía S.R.C.
Parque Empresarial Alvento. Edificio Alvento 2
Calle Via de los Poblados,1
28033-Madrid

Banco : CAIXABANK, S.A.
Calle Fernández Caro, 9.
28027 Madrid

Total Amount Due
EUR 181.50

IBAN : ES4321008651360200072055
BIC / SWIFT : CAIXESBBXXX

Your bill explained

Computer Manifest Summary ¹						
Date	Record No.	Pkgs	UK Charges	EU Charges	Basic/Tier Discount	Net Charges
03 Oct	0000000000	2	84.70			
	(2)Additional Handling		17.40 ^{JA}			
	(2)Peak/Demand Surcharge-Addl Handling		11.80			
	Fuel Surcharge		22.22			
04 Oct	0000000000	1	36.80			
	Additional Handling		8.70 ^{JA}			
	Peak/Demand Surcharge-Addl Handling		5.90			
	Fuel Surcharge		10.02			
05 Oct	0000000000	5	160.00			
	Fuel Surcharge		31.20			
06 Oct	0000000000	2	68.80			
	Fuel Surcharge		16.26			
	Additional Handling		8.70 ^{JA}			
	Peak/Demand Surcharge-Addl Handling		5.90			
07 Oct	0000000000	14	482.15 ^E			
	(3)Additional Handling		26.10 ^{JA}			
	(3)Peak/Demand Surcharge-Addl Handling		17.70			
	Fuel Surcharge		103.04			
	Residential		2.47			

Computer Manifest Detail ¹							
Record No.: 0000000000			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 ⁵ 001	12.0	Dom. Standard	42.35		
				Additional Handling - Length	8.70 ^{JA}		
				Peak/Demand Surcharge-Addl Handling	5.90		
				Fuel Surcharge	11.11		
Reference No.: 059982							
1ABC0000000000000000	1	GB 001	12.0/14.0 D	Dom. Standard	42.35		
				Additional Handling - Length	8.70 ^{JA}		
				Peak/Demand Surcharge-Addl Handling	5.90		
				Fuel Surcharge	11.11		
Reference No.: CONTRACT							
Total Charges for Pickup Record 0000000000				EUR	136.12		

- 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.

- 2 Record Number**

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

- 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.

- 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.

- 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 (Continued) 6						
Date	Shipment No./ Parent ID	Reference No.	Service	Zone	Pkgs	Weight/ Container
12 Apr	1ABC0000000000000000		TB Standard	005	1	0,5 PKG
Sender: 7		Sender name		07009	SPAIN	
Consignee:		Consignee name		25010	ITALY	
Payor	Description	Charges	Basic/Tier Discount	Net Charges		
Shipper	Transportation	84,05 ^F				
	Fuel Surcharge	14,92				
Total Charges for Shipment 1ABC0000000000000000		EUR	98,97			
21,00 % I.V.A.						
Date	Shipment No./ Parent ID	Reference No. 8	Service	Zone	Pkgs	Weight/ Container
12 Apr	1ABC0000000000000000		TB Standard	006	1	0,5 PKG
Sender: GRUPO VIDAL		PALMA DE MALLORCA		07009	SPAIN	
Consignee: MIXAUTO SERVICE SL		LATINA		04100	ITALY	
Payor	Description	Charges	Basic/Tier Discount	Net Charges		
Shipper	Transportation	100,15 ^F				
	Fuel Surcharge	17,78				
Total Charges for Shipment 1ABC0000000000000000		EUR	117,93			
21,00 % I.V.A.						
Date	Shipment No./ Parent ID	Reference No.	Service	Zone	Pkgs	Weight/ Container
14 Apr	1ABC0000000000000000		TB Standard	006	1	32,0/40,0 ^{BD} PKG 9
Sender: GRUPO VIDAL		PALMA DE MALLORCA		07009	SPAIN	
Consignee: A&C MOTORS		ANZIO		00042	ITALY	
Payor	Description	Charges	Basic/Tier Discount	Net Charges		
Shipper	Transportation	353,30				
	Fuel Surcharge	71,83				
	Large Package Surcharge	51,40 ^{JA}				
	Audited Dimensions = 126 x 77 x 17 cm					
	Customer Entered Dimensions = 100 x 80 x 20 cm					
Total Charges for Shipment 1ABC0000000000000000		EUR	476,53			
21,00 % I.V.A.						

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

Actual weight	The package weight rounded up to the next whole kilo.
Billable weight	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.
Dimensional weight	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.
Shipping rates	Rates are based on shipment and shipper characteristics, including package weight and size and distance between origin and destination.

Additional charges glossary

Additional Handling Charges	<p>Charges apply to any package that requires special handling, such as (but not limited to):</p> <ul style="list-style-type: none">• Any article encased in an outside shipping container of metal or wood• Any cylindrical item such as a barrel, drum, pail or tyre that is not encased in a corrugated cardboard shipping container• Any package with the longest side exceeding 100cm (39.5"), or a second-longest side exceeding 76cm (30")• Any package with actual weight exceeding 32 kg• Refer to the UPS Tariff/Terms and Conditions of Service for additional information
Large Package Surcharge	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.
Over Maximum limits	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.
Fuel Surcharge	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 UPS.com .
Residential Delivery	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.
Address Correction	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.
Extended Area and Remote Area	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 8 p.m.
Sat: 8 a.m. to 2 p.m.

Tel: 900 10 24 10



Billing Questions

e-mail: esfcr@ups.com
M - F, 9 a.m. to 3 p.m.

Tel: (+34) 91 745 64 00



Technical Support

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

Tel: (+34) 91 745 98 77

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).

