

# 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 202303291239 000000 01 05

**Invoice**

*Cust. Tax-ID-No.:* IT 00000000000  
*UPS Tax-ID-No.:* IT 00000000000  
*Cap. Soc. Euro:* 0.000.000,00  
*R.I. Milano:* 00000000000  
*R.E.A. Milano:* 00000000

Company subjected to the direction and coordination of UPS International Inc.

**UPS TEST ACCOUNT**

SIG. MITTENTE TEST  
VIA DEI CONDOTTI N3  
187 ROMA  
CU98 OPA  
ITALIA

*Invoice Date:* 29 March 2023  
*Account No.:* XXXXXX  
*Invoice No.:* 00000000

**1** **COPY** The original of this invoice **3** been transmitted to the Tax Authorities via SDI

*For questions about this invoice, please call UPS at:*  
**02.30.30.30.39**  
**United Parcel Service**  
**Via G. Fantoli, 15/2**  
**20138 Milano Italia**

**Thank you for using UPS.**

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

Terms of payment: 60 days from invoice date. In case of late payment, UPS maintains the right to apply legal interest as per art. 5 del D. Legs. 231/2002. In addition, UPS charges a late payment penalty up to a maximum amount of EUR 40 (Outside scope of VAT - article 15(1) of D.P.R. 633/72). The terms and conditions of carriage valid as of January 2023 are applicable. **TO AVOID BEING SOLICITED PLEASE DETAIL AS PAYMENT DESCRIPTION YOUR CUSTOMER CODE AND THE INVOICE NUMBER.**

**Summary of Charges**

Italy Waybills  
Bill Receiver and Third Party  
UPS Returns  
Adjustments  
Discounts

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Total Taxable Charges

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22 % VAT

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**Total Amount Due** EUR



**United Parcel Service**

*Payment from*  
*Account No.:* XXXXXX  
SIG. MITTENTE TEST  
VIA TORINO N 10  
20123 MILANO  
CU98 OPA  
ITALIA

When using wire transfer  
IBAN: IT94E0100501600000000007418  
at Banca Nazionale Lavoro  
BIC: BNLIITRXXX

**Remittance**  
Please reference your invoice number when making a payment. We kindly request that you disregard this remittance if you have already paid.

*Remit to:*  
**United Parcel Service**  
**Via G. Fantoli, 15/2**  
**20138 Milano Italia**

Invoice Number  
00000000

Total Amount Due  
EUR

# Your bill explained

<b>Computer Manifest Summary</b> <sup>1</sup>						
Date	Record No. <sup>2</sup>	Pkgs	IT Charges	EU Charges	Basic/Tier Discount	Net Charges <sup>4</sup>
24 Feb	000000000 Fuel Surcharge Additional Handling	12	0,00			
27 Feb	000000000 Fuel Surcharge (2)Residential	29	0,00			
28 Feb	000000000 Fuel Surcharge (2)Additional Handling	27	0,00			
01 Mar	000000000 Extended Area Surcharge-Destination Fuel Surcharge Residential Additional Handling	27	0,00			
02 Mar	000000000 Fuel Surcharge Residential Large Package Surcharge Extended Area Surcharge-Destination Additional Handling	28	0,00			

<b>Computer Manifest Detail</b> <sup>1</sup>							
Record No.: 000000000		Packages: 12			Date: 24 Feb		
Shipment No./ Tracking No.	Pkgs	Ctry/ Territory Zone Postal	Weight	Service	Charges	Basic/Tier Discount	Net Charges
1A0B0C0D0000000	1	FR <sup>5</sup> 003	2,0/4,5 D	TB Standard Fuel Surcharge Audited Dimensions = 45 x 40 x 12 cm			
Reference No.1: SW791444 Reference No.2: QUADRO							
1A0B0C0D0000000	2	AT 005	10,0/34,0 D	TB Standard Additional Handling Fuel Surcharge Audited Dimensions = 60 x 51 x 41 cm Audited Weight 25,1 kgs			
1A0B0C0D0000000				Audited Dimensions = 131 x 20 x 16 cm Audited Weight 8,4 kgs Additional Handling - Length			
Reference No.1: SW791447 Reference No.2: FORMA							

- 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 at [www.ups.com](http://www.ups.com) for full details.

# Your bill explained

Waybill Summary - European Union Shipments (Continued) <sup>6</sup>							
Date	Shipment No./ Parent ID/ Zone-Weight <sup>7</sup>	Reference No. 1/ Reference No. 2 <sup>8</sup>	Service/ Ctry/ Territory	Pkgs	Charges	Basic/Tier Discount	Net Charges
24 Feb	1A0B0C0D0000000 041-0,5/5,5 <sup>7</sup>	SW791448 DAMAP	TB Express Saver POLAND	1	347,19	350,27	14,88
			Fuel Surcharge		75,40	75,17	0,23
			Demand Surcharge-Com		1,79	0,00	0,00
27 Feb	1A0B0C0D0000000 002-0,5/1,5 <sup>7</sup>	SW791475 DAMAP	TB Express Saver GERMANY	1	99,28 <sup>9</sup>	99,28	0,00
			Fuel Surcharge		26,40	27,26	0,17
			Demand Surcharge-Resi Residential		0,00	0,19	0,19
			Demand Surcharge-Com		0,00	0,01	0,00
27 Feb	1A0B0C0D0000000 002-20,0/32,0 <sup>7</sup>	SW791450 STEFANIA	TB Express Saver FRANCE	2	47,19 <sup>9</sup>	46,25	0,90
			Fuel Surcharge		26,76	19,88	0,14
			Demand Surcharge-Com		0,11	0,00	0,00
			Demand Surcharge-Com		0,00	0,01	0,00

Waybill Detail - European Union Shipments <sup>6</sup>								
Date	Shipment No./ Parent ID	Reference No. 1/ Reference No. 2	Service	Zone	Pkgs	Weight/ Container		
24 Feb	1A0B0C0D0000000	C683 CISAL	TB Express Saver	002	1	0,5/8,5 <sup>7</sup> PKG <sup>9</sup>		
Sender: [blurred] Consignee: [blurred]								
Payor: [blurred]								
Shipper: [blurred]								
			Description	Charges	Basic/Tier Discount	Net Charges		
			Transportation	347,19	350,27	14,88		
			Fuel Surcharge	75,40	75,17	0,23		
			Demand Surcharge-Com	1,79	0,00	0,00		
			Audited Dimensions = 79 x 43 x 12 cm					
<b>Total Charges for Shipment 1A0B0C0D0000000</b>				<b>EUR</b>				
Date	Shipment No./ Parent ID	Reference No. 1/ Reference No. 2	Service	Zone	Pkgs	Weight/ Container		
24 Feb	1A0B0C0D0000000	SW791454 DAMAP	TB Express Saver	002	1	0,5/1,5 <sup>7</sup> PKG		

## 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 [www.ups.com](http://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.  
Sat: 8.30 a.m. to 1 p.m.

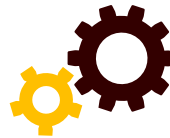
tel:+39 02 30 30 30 39



## Billing Questions

e-mail: [itfcr@ups.com](mailto:itfcr@ups.com)  
M - F, 9 a.m. to 12 p.m.

tel:+39 02 30 30 30 39  
Opzione 4



## Technical Support

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

tel:39 02 48 27 00 32

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).

