

# 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 20221011135 000000 01 01

**Invoice**

**UPS TEST ACCOUNT**

MR. TEST SENDER  
231 ROBIN EXTENSION  
LONDON  
CU98 0PA  
UNITED KINGDOM

Invoice Date  
**11 October 2022**

Account No.: XXXXXX  
Invoice No.: 00000000

Cust. VAT-ID-No.: XX 000 0000 00  
UPS VAT-ID-No.: GB 222 4217 10

**1** We Certify That The Package(s) Were Despatched On The Dates Shown.

**2** Thank you for using UPS.

*For questions about this invoice, please call UPS at: 0345 1610016 U.P.S. Limited UPS House Forest Road Feltham Middlesex TW13 7DY*


*Payment Terms: Payment due 30 days from date of invoice. In case of late payment, UPS maintains the right to apply interest of 8% p.a. In addition, UPS charges a late payment fee up to a maximum amount of 40 GBP. The terms and conditions valid as of January 2022 are applicable.*

**3** This page contains a summary of your shipping activity for the period ending 08 October 2022.

**Summary of Charges**

Computer Manifest	
UPS Returns	
Adjustments	
Discounts	
<b>Total Taxable Charges</b>	
20 % VAT	
Non-European Union Waybills	
Adjustments	
Discounts	
<b>Total Non-Taxable Charges</b>	
<b>Total Amount Due</b>	<b>GBP</b>
Zero Rate	

**4**



**United Parcel Service**

Remit to:  
U.P.S. Limited  
UPS House  
Forest Road  
Feltham  
Middlesex  
TW13 7DY

**Remittance**  
Please return this portion with your payment.

Payment from  
Account No.: XXXXXX

**UPS TEST ACCOUNT**

MR. TEST SENDER  
231 ROBIN EXTENSION  
LONDON  
CU98 0PA  
UNITED KINGDOM

Invoice Number  
00000000

Bank  
HSBC Bank PLC  
Bank No.: 400250  
Acct: 21307789  
IBAN: GB71 MIDL 400250 21307789  
BIC: MIDLG822

Total Amount Due  
GBP

# Your bill explained

<b>Computer Manifest Summary</b> 1				UK	EU	Basic/Tier	4
Date	Record No.	Pkgs	Charges	Charges	Discount	Net Charges	
03 Oct	00000000	2	84.70				
	(2)Additional Handling		17.40 <sup>JA</sup>				
	(2)Peak/Demand Surcharge-Addl Handling		11.80				
	Fuel Surcharge		22.22				
04 Oct	00000000	1	36.80				
	3 Additional Handling		8.70 <sup>JA</sup>				
	Peak/Demand Surcharge-Addl Handling		5.90				
	Fuel Surcharge		10.02				
05 Oct	00000000	5	160.00				
	Fuel Surcharge		31.20				
06 Oct	00000000	2	68.80				
	Fuel Surcharge		16.26				
	Additional Handling		8.70 <sup>JA</sup>				
	Peak/Demand Surcharge-Addl Handling		5.90				
07 Oct	00000000	14	482.15 <sup>R</sup>				
	(3)Additional Handling		26.10 <sup>JA</sup>				
	(3)Peak/Demand Surcharge-Addl Handling		17.70				
	Fuel Surcharge		103.04				
	Residential		2.47				

<b>Computer Manifest Detail</b> 1				Packages: 2	Date: 03 Oct		
Record No.:	000000000						
Shipment No./ Tracking No.	Pkgs	Ctry/ Territory Zone Postal	Weight	Service	Charges	Basic/Tier Discount	Net Charges
1ABC00000000000000	1	GB 5 001	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.: 059982							
1ABC00000000000000	1	GB 001	12.0/14.0 p	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 2			
Reference No.: CONTRACT							
<b>Total Charges for Pickup Record</b> 000000000				<b>GBP</b>	<b>136.12</b>		

- 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 Summary - Non-European Union Shipments <sup>6</sup>							
Date	Shipment No./ Parent ID/ Zone-Weight	Reference No.1/ Reference No.2	Service/ Ctry/ Territory	Pkgs	Charges	Basic/Tier Discount	Net Charges
01 Oct	1ABC00000000000000 703-12.5/13.5 <sup>7</sup>	SI069588	WW Standard NETHERLANDS	1	120.15		
			Additional Handling Fuel Surcharge		8.70 <sup>JA</sup> 26.09		
01 Oct	1ABC00000000000000 704-3.0/5.0 <sup>8</sup>	SI000084	WW Standard FRANCE	1	117.00		
			Additional Handling Duty and Tax Forwarding Surcharge		8.70 <sup>JA</sup> 15.96		
01 Oct	1ABC00000000000000 705-55.0	SI069589	WW Standard DENMARK	3	287.20 <sup>F</sup>		
			Additional Handling Fuel Surcharge		8.70 59.92		

Waybill Detail - Non-European Union Shipments <sup>6</sup>							
Date	Shipment No./ Parent ID	Reference No.	Service	Zone	Pkgs	Weight/ Container	
01 Oct	1ABC00000000000000	SI069588	WW Standard	703	1	12.5/13.5 <sup>9</sup> PKG	
Sender:	Sender name		UNITED KINGDOM				
Consignee:	Consignee name		NETHERLANDS				
Payor	Description		Charges	Basic/Tier Discount	Net Charges		
Shipper	Transportation		120.15				
	Additional Handling - Length		8.70 <sup>JA</sup>				
	Fuel Surcharge		26.09				
	<sup>10</sup> Audited Dimensions = 162 x 26 x 16 cm						
	Customer Entered Dimensions = 145 x 18 x 18 cm						
<b>Total Charges for Shipment</b>			1ABC00000000000000	GBP	154.94		
Zero Rate							

## 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 25 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>Shipping Charge Correction Audit Fee</b>	An audit fee will be assessed when the shipping charge correction during an invoice period is greater than 25% of the original net revenue of the shipment subject to a shipping charge correction. The fee will be calculated per account number, based on shipping charge corrections billed to the account number during the applicable invoice period.
<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.

**Missing Package Level Detail**

A fee will be charged when the shipper does not provide timely upload of all applicable Package Level Detail (PLD) information to UPS before pickup of those packages.

**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



**Billing Questions**

e-mail:  
[billingpoland@ups.com](mailto:billingpoland@ups.com)



**Technical Support**

tel. 22 203 03 21



**Customer Support**

e-mail:  
[custsvcplen@ups.com](mailto:custsvcplen@ups.com)  
tel. 22 489 48 77



**In case of loss or damage/  
Help Center**

e-mail:  
[dipl@ups.com](mailto:dipl@ups.com)

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).

