




# Understanding your invoice

Invoice Query:  
 Invoice Query Fax:  
 Customer Services:  
 Credit Control:

## INVOICE

[www.businesspost.biz](http://www.businesspost.biz)



**UK Mail**  
*express parcels & mail*

part of the Business Post Group  
 of Companies

Registered Office: Express House  
 464 Berkshire Avenue  
 Slough SL1 4PL

Invoice Address: **4**

Trading Address: **5**

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Customer Reference:		INVOICE NO: <b>2</b>	
Tax Point <b>1</b>		Operations Account Reference: <b>8</b>	
Sales Ledger Number:			

DATE	CONS NO	CUSTOMER REF	VAT	DESCRIPTION	VALUE
<b>3</b>	<b>9</b>	<b>7</b>		<b>10</b>	<b>11</b>
VAT Summary <b>15</b>					Sub-Total <b>12</b>
					VAT <b>13</b>
					Amount Due <b>14</b>

Queries relating to this invoice must be notified in writing no later than 21 days from invoice date.  
 Details can be e-mailed to [invoicequeries@businesspost.biz](mailto:invoicequeries@businesspost.biz)

- 1** Date of invoice
- 2** Invoice number
- 3** Date consignment despatched
- 4** Customer Invoice address
- 5** Customer Trading address
- 6** Address to which all account queries should be sent
- 7** Customer consignment reference
- 8** Customer account number
- 9** Consignment number
- 10** Description and delivery address
- 11** Value excluding VAT
- 12** Total charges before VAT
- 13** Total VAT charges
- 14** Total charges including VAT
- 15** VAT summary

Refer to your signed rate agreement for payment terms.

## Please direct all invoice queries to our central invoice query department – full details below.

When you fax or email your queries, it will help us to answer them fully and promptly if you include the following information in each case:

- Your company name, as it appears on invoices
- Your account number
- The number and date of the invoice being queried
- The consignment numbers affected
- The reason for your query
- Contact information for our response
- All invoice queries must reach us within 20 days from the date of invoice

## How to contact us

T: 08452 300 380

F: 08452 300 280

[invoicequeries@ukmail.com](mailto:invoicequeries@ukmail.com)

UK Mail, Central Query Dept,  
 464 Berkshire Avenue, Slough,  
 SL1 4PL