A quick guide to reading your bill

**Delivery Service Invoice**
- Invoice date: XXXX XX, XXXX
- Invoice number: 0000000000000
- Shipper number: XXXXXX
- Control ID: ****
- Page 1 of X

**Account Status Summary**
**Weekly Payment Plan**
- Amount due this period: CAD 77.35
- Amount outstanding (prior invoices): CAD 0.00
- Total Amount outstanding: CAD 77.35

Please include the Return Portion of each outstanding invoice with your payment. See Account Status for details.

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**Thank you for using UPS. Summary of Charges**

<table>
<thead>
<tr>
<th>Page</th>
<th>Charge</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>UPS Internet Shipping</td>
<td>CAD 62.90</td>
</tr>
<tr>
<td>3</td>
<td>Adjustments &amp; Other Charges</td>
<td>CAD 10.76</td>
</tr>
<tr>
<td>4</td>
<td>Tax</td>
<td>CAD 3.69</td>
</tr>
</tbody>
</table>

**Amount due this period**
- CAD 77.35

UPS payment terms require payment of this invoice by XXXX XX, XXXX.
Payments not received by XXXX XX, XXXX are subject to a late fee of 5% of the Amount Due This Period. (Details in UPS Terms & Conditions, available at ups.com)

Note: All transportation charges include a fuel surcharge. Effective XXXX/XX, the published fuel surcharge will be XX.X% for all Express, Expedited & 3 Day Select Services, XX.X% for Standard Service within Canada, and XX.X% for Standard Service to the US. For more information, visit www.ups.com.

**Return Portion**
- Invoice Date: XXXX XX, XXXX
- Invoice Number: 0000000000000
- Shipper Number: XXXXXX

Amount due this period: CAD 77.35
Amount enclosed

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Visit ups.com/billing

For questions about your invoice, call: 1-888-592-6188
Monday–Friday 8:00 a.m.–8:00 p.m. E.T.
or write:
UPS Canada
P.O. Box # 6157
Moncton NB E1C 9W9

Thank you for using UPS.
Details of your UPS® bill

Your bill is broken into a number of sections. You will find extracts of these below and definitions of some elements opposite.

Outbound Shipping Charges
In the Outbound Shipping Charges section of your bill you will see an overview of any outbound shipments during the billing period.

Tracking Number
This is the individual tracking number assigned to each shipment you make. This unique number also allows you to track the status of your order any time at ups.com®.

Zone
Every destination is assigned a zone and each zone has a rate applied. This helps you to quickly identify the cost of shipment. Please refer to the UPS® Canada Rate and Service Guide at ups.com® for full details.

Weight
The weight displayed within the Outbound Shipping Charges reflects the weight you provided when placing your order. Remember, packages are audited as they move through the UPS system and adjustments may be incurred. If applicable, any differences will be outlined in the Adjustments & Other Charges section of your bill.

Billed Charge
This is the amount charged before taxes based on the information you provided when placing your order.

Adjustments & Other Charges
In the Adjustments & Other Charges section of your bill you will see an overview of any additional costs which have been applied to the shipment for extra services selected or provided by UPS. You will find an explanation of the most common Adjustments & Other Charges on Page 4 of this guide.

Billable Audited Dimensions/Audited Dimensions
Packages are audited as they move through the UPS network to determine their Audited Dimensions (actual length, width and height) which are then rounded to the nearest whole number to determine the package’s Billable Audited Dimensions. The package’s Billable Audited Dimensions are then used to calculate the package’s Dimensional Weight in pounds \(\frac{(L \times W \times H)}{139}\).

In this example, the package’s Actual Weight is 3 lb. However, the Dimensional Weight is greater at 18.8 lb, and therefore costs have been adjusted.

Adjustment Amount
This is the amount you have been charged based on any Adjustments & Other Charges incurred. The total charge for Adjustments & Other Charges is available in the Summary of Charges on Page 1 of your bill.

Tax
Taxes are charged on all applicable charges. Note: The Tax Charge displayed for each section is a total for that section only, and does not reflect individual packages.
Explanation of the most common adjustments and other charges

Is your bill not quite as you expected? This may be because your bill includes surcharges, such as those shown below.

**Fuel Surcharge**
All transportation charges include a fuel surcharge. Published fuel surcharges are established for all UPS Express®, UPS Expedited®, and UPS 3 Day Select® services, as well as UPS Standard® within Canada and to the United States. For fuel surcharge percentages and more information, visit ups.com®.

**Extended Area Surcharge**
An additional charge will apply for shipments delivered to certain extended points within Canada, the United States and other international destinations. For a complete list of extended area surcharge points visit ups.com.

**Large Package Surcharge**
A package is considered a large package when its length plus girth \((2 \times \text{width}) + (2 \times \text{height})\) combined exceeds 130 in/330 cm. Large packages are subject to a minimum Billable Weight of 90 lb/41 kg. Note: Additional Handling will not be assessed when a Large Package Surcharge is applied.

**Over Maximum Limits Fee**
This fee applies to any package or article:
- weighing more than 150 lb/68 kg, or
- exceeding 108 in/270 cm in length, or
- exceeding a total of 165 in/419 cm in length and girth \((2 \times \text{width}) + (2 \times \text{height})\) combined

**Chargeback Surcharge**
If the receiver or third party identified by the shipper refuses to pay Freight Collect or Third Party charges on any international or domestic shipment, a charge will be billed to the shipper in addition to the original shipping charges.

**Additional Handling Charge**
Charges apply to any package that requires special handling such as:
- Articles in a shipping container made of metal or wood
- Cylindrical items, such as a barrel, drum, pail or tire
- Any package with the longest side exceeding 60 in/152 cm or its second-longest side exceeding 30 in/76 cm
- Any package with an Actual Weight greater than 70 lb/32 kg
Note: An Additional Handling fee will not be assessed for packages qualifying for a Large Package Surcharge.

**Address Correction**
An additional charge will apply if UPS® is unable to deliver a package because it has an incorrect or incomplete address or is addressed to a P.O. Box. UPS will attempt to determine the correct address and complete the delivery. The corrected address will be identified on your bill within the Adjustments & Other Charges section, allowing you to update your records.

**Missing or Invalid Account Number**
An additional charge will be billed to the shipper when the account number for the bill-to party is invalid or missing. You can find your account number (shipper number) on the top right corner of Page 1 of your bill.

**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.

**Same Day Will Call (Pickup)**
A fee is charged when a customer calls for a same day pickup, including same day return service label pickups. The fee is not charged for future day pickups, from drop-off locations, or pickups scheduled using UPS Internet Shipping, UPS CampusShip®, or WorldShip®.

**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.