

Key points

Follow this guide to understand:



Your StarTrack invoice, including totals, summaries, freight charge details and payment options available



Your information statements (for Sub Account customers)



Recent changes to invoices and information statements



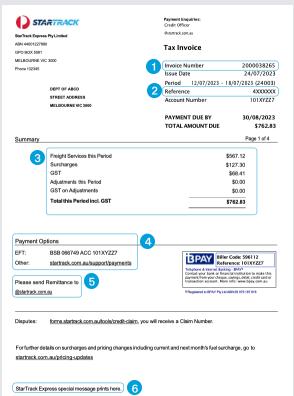


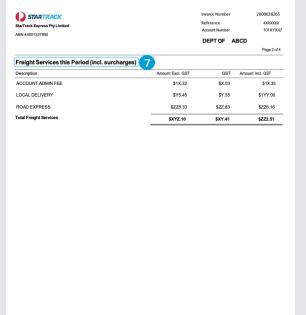
Your invoice will arrive from the email address

creditofficer@startrack.com.au – please add this to your contacts to avoid invoices being sent to your junk folder

How to understand your StarTrack invoice

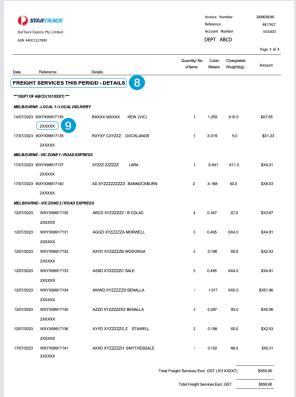
- Invoice Number automatically generated
- Reference number is for internal use
- 3 All charges are for the current invoice billing period
- Payment details
- 5 Remittance instructions
- 6 Important Messages
- New Summary page of all Charges, Surcharges and Adjustment

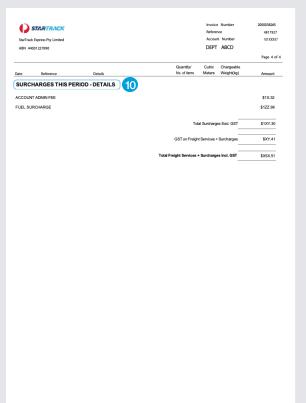




How to understand your StarTrack invoice

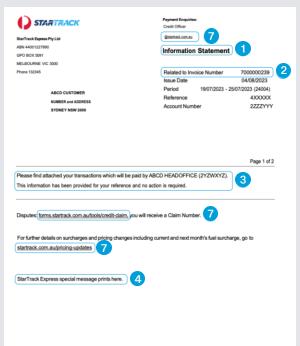
- 8 Detailed Freight services
- 9 Sender's Reference
- 10 Detailed Surcharges

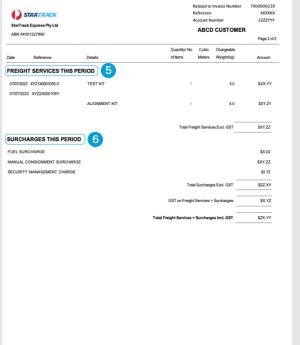




How to understand your StarTrack information statement (for Sub Account customers)

- Information Statement previously referred to as a zero-value invoice
- The Account number belongs to your Head Office
- 3 Note: no action is required
- 4 Important messages
- Freight Services for the current invoice billing period
- 6 Surcharges for the current invoice billing period
- 7 All links are clickable





Further support

Support

If you need additional support, please don't hesitate to contact either your Account Manager or Credit Officer

Help and support

For more information, visit our website startrack.com.au/support/payments

