

How to understand your StarTrack invoice



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

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


StarTrack Express Pty Limited
ABN 44001227800
GPO BOX 5091
MELBOURNE VIC 3000
Phone 132345

DEPT OF ABCD
STREET ADDRESS
MELBOURNE VIC 3000

Payment Enquiries:
Credit Officer
@startrack.com.au

Tax Invoice

1 Invoice Number 2000038265
Issue Date 24/07/2023

2 Period 12/07/2023 - 18/07/2023 (24003)
Reference 4XXXXXX
Account Number 101XYZZ7

PAYMENT DUE BY 30/08/2023
TOTAL AMOUNT DUE \$762.83

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Freight Services this Period	\$567.12
Surcharges	\$127.30
GST	\$68.41
Adjustments this Period	\$0.00
GST on Adjustments	\$0.00
Total this Period incl. GST	\$762.83

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Payment Options

EFT: BSB 086749 ACC 101XYZZ7
Other: startrack.com.au/support/payments

5

Please send Remittance to @startrack.com.au

6

StarTrack Express special message prints here.

BPAY Biller Code: 596112
Reference: 101XYZZ7
Telephone & Internet Banking: BPAY
Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au
*Registered to BPAY Pty Ltd ABN 69 079 187 818

Disputes: forms.startrack.com.au/tools/credit-claim, you will receive a Claim Number.

For further details on surcharges and pricing changes including current and next month's fuel surcharge, go to startrack.com.au/pricing-updates


StarTrack Express Pty Limited
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Invoice Number 2000038265
Reference 4XXXXXX
Account Number 101XYZZ7

DEPT OF ABCD Page 2 of 4

Freight Services this Period (incl. surcharges) 7

Description	Amount Excl. GST	GST	Amount Incl. GST
ACCOUNT ADMIN FEE	\$1X.32	\$X.03	\$1X.35
LOCAL DELIVERY	\$Y5.45	\$Y.55	\$1Y9.00
ROAD EXPRESS	\$ZZ8.33	\$ZZ.83	\$ZZ8.16
Total Freight Services	\$KYZ.10	\$XY.41	\$ZZZ.51

How to understand your StarTrack invoice

8 Detailed Freight services

9 Sender's Reference

10 Detailed Surcharges

Date	Reference	Details	Quantity/ No. of Items	Cubic Meters	Chargeable Weight(kg)	Amount
FREIGHT SERVICES THIS PERIOD - DETAILS 8						
*** DEPT OF ABCD (101XXXX) ***						
MELBOURNE - LOCAL 1 / LOCAL DELIVERY						
14/07/2023	WXYX99917139	BXXXX MXXXX KEW (VIC) 2XXXX 9	1	1.259	X15.0	\$X7.65
17/07/2023	WXYX99917138	RXXYY CXZZZ DOCKLANDS 2XXXX	1	X.019	5.0	\$X1.23
MELBOURNE - VIC ZONE 1 / ROAD EXPRESS						
17/07/2023	WXYX99917137	XYZZZ ZZZZZZ LARA 2XXXX	1	X.641	X11.0	\$X4.21
17/07/2023	WXYX99917140	AD XYZZZZZZZ BANNOCKBURN 2XXXX	2	X.198	50.0	\$X8.03
MELBOURNE - VIC ZONE 2 / ROAD EXPRESS						
12/07/2023	WXYX99917130	ABCD XYZZZZZ / B COLAC 2XXXX	4	0.347	X7.0	\$X3.67
12/07/2023	WXYX99917131	AGGD XYZZZZA MORWELL 2XXXX	5	0.495	XX4.0	\$X4.81
12/07/2023	WXYX99917132	AXYD XYZZZZB WODONGA 2XXXX	2	0.198	X0.0	\$X2.53
12/07/2023	WXYX99917133	ASSD XYZZZZC SALE 2XXXX	5	0.495	XX4.0	\$X4.81
12/07/2023	WXYX99917134	AHWD XYZZZZD BENALLA 2XXXX	1	1.917	XX0.0	\$X51.96
12/07/2023	WXYX99917135	AZZD XYZZZZFZ BENALLA 2XXXX	3	0.297	X5.0	\$X0.06
12/07/2023	WXYX99917136	AYYD XYZZZZG Z STAWELL 2XXXX	2	0.198	X0.0	\$X2.53
17/07/2023	WXYX99917141	AXXD XYZZZZH SMYTHESDALE 2XXXX	1	0.102	X6.0	\$X5.31
Total Freight Services Excl. GST (101XXXXX7)						\$X5X.80
Total Freight Services Excl. GST						\$X5X.80

Date	Reference	Details	Quantity/ No. of Items	Cubic Meters	Chargeable Weight(kg)	Amount
SURCHARGES THIS PERIOD - DETAILS 10						
ACCOUNT ADMIN FEE						\$1X.32
FUEL SURCHARGE						\$122.98
Total Surcharges Excl. GST						\$1X1.30
GST on Freight Services + Surcharges						\$X1.41
Total Freight Services + Surcharges Incl. GST						\$X5X.51

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

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

STARTRACK
StarTrack Express Pty Ltd
ABN 44001227890
GPO BOX 5091
MELBOURNE VIC 3000
Phone 132345

Payment Enquiries:
Credit Officer
@startrack.com.au

Information Statement

Related to Invoice Number 7000000239
Issue Date 04/08/2023
Period 19/07/2023 - 25/07/2023 (24004)
Reference 4XXXXX
Account Number 2ZZZYYY

ABC0 CUSTOMER
NUMBER and ADDRESS
SYDNEY NSW 2000

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Please find attached your transactions which will be paid by ABC0 HEADOFFICE (ZY2WXYZ). This information has been provided for your reference and no action is required.

Disputes: forms.startrack.com.au/tools/credit-claim, you will receive a Claim Number.

For further details on surcharges and pricing changes including current and next month's fuel surcharge, go to startrack.com.au/pricing-updates.

[StarTrack Express special message prints here.](#)

STARTRACK
StarTrack Express Pty Ltd
ABN 44001227890

Related to Invoice Number 7000000239
Reference 4XXXXX
Account Number 2ZZZYYY
ABC0 CUSTOMER
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Date	Reference	Details	Quantity/ No. of Items	Cubic Meters	Chargeable Weight(kg)	Amount
FREIGHT SERVICES THIS PERIOD						
07/07/2023	XYZ1X0001055.X	TEST KIT	1		5.0	\$XX.YY
07/07/2023	XZZX000105Y	ALIGNMENT KIT	1		4.0	\$X.YZ
Total Freight Services Excl. GST						\$XY.ZZ
SURCHARGES THIS PERIOD						
FUEL SURCHARGE						\$X.02
MANUAL CONSIGNMENT SURCHARGE						\$XY.ZZ
SECURITY MANAGEMENT CHARGE						\$X.YZ
Total Surcharges Excl. GST						\$ZZ.XY
GST on Freight Services + Surcharges						\$X.YZ
Total Freight Services + Surcharges Incl. GST						\$ZX.YY

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

