

Changes to StarTrack Customer Tax Invoice



Customer Guide to Changes

- Customer Tax Invoice
- Information Statement



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Background and Summary

We're always looking for ways to improve our service for our customers. As part of this, we're consolidating our billing systems which will provide a better experience for you and a more efficient process for our team.

From September 2023, while your StarTrack invoices will look different, the billing data, calculations, and content will not change, and if you presently receive an Invoice Electronic Report you will continue to receive the same report.

Please always refer to the Tax Invoice, which is created in accordance with the Tax-compliant GST rounding standards, for claiming input Tax credit for GST.

Customers will need to be aware of these changes in case of automated consumption of Tax Invoices into Customer systems.

This guide intends to assist you to understand the format of the StarTrack Customer Tax Invoice.

Key messages

- 1 StarTrack Customers are to consider the format changes of the Customer Tax Invoices and to be prepared, especially where the Customer Tax Invoice may be ingested into Customer systems.
- 2 StarTrack Customers will commence receiving Customer Tax Invoices in the new format from September 2023.
- 3 You will receive your invoice from a new email address ["creditofficer"@startrack.com.au](mailto:creditofficer@startrack.com.au).
- 4 A few of the Freight services descriptions have been slightly revised for greater clarity.



Changes to the Customer Tax Invoice

Key changes on your new invoice:

Page 1:

- The Invoice Number is automatically generated
- All charges will be for the current invoice billing period
- There is a designated area at the bottom of your Invoice for important messages
- All links on the invoice are clickable

Page 2:


- A new page with a summary of your Freight Services, inclusive of surcharges, as well as an itemised list of any Credit or Debit Adjustments applied to your account
- A few of the Freight services descriptions have been slightly revised for greater clarity

Page 3:

- This page will be in portrait layout and will display your detailed Freight Service Charges, Surcharges and Adjustments (including any charges for sub-accounts)
- If you are receiving an Electronic Invoice Report with the detailed Freight Services and Surcharges, you can opt out of receiving page 3 and beyond



New StarTrack Invoice – Pages 1 and 2



StarTrack Express Pty Limited
 ABN 44001227890
 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

Invoice Number 2000038265
 Reference 4XXXXXX
 Account Number 101XYZZ7

DEPT OF ABCD

Page 2 of 4

Summary Page 1 of 4

3 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

4 **Payment Options**


EFT: BSB 066749 ACC 101XYZZ7
 Other: startrack.com.au/support/payments

5 **Please send Remittance to**
@startrack.com.au

6 **StarTrack Express special message prints here.**

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
 ABN 44001227890

Invoice Number 2000038265
 Reference 4XXXXXX
 Account Number 101XYZZ7

DEPT OF ABCD


Page 2 of 4

7 **Freight Services this Period (incl. surcharges)**


Description	Amount Excl. GST	GST	Amount Incl. GST
ACCOUNT ADMIN FEE	\$1X.32	\$X.03	\$1X.35
LOCAL DELIVERY	\$Y5.45	\$Y.55	\$1YY.00
ROAD EXPRESS	\$Z28.33	\$ZZ.83	\$Z26.16
Total Freight Services	\$XYZ.10	\$XY.41	\$ZZ2.51

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

New StarTrack Invoice – Pages 3 and beyond

		Invoice Number 200038265 Reference 4817927 Account Number 101XXXX7 DEPT ABCD
StarTrack Express Pty Limited ABN 44001227890		Page 3 of 4

Date	Reference	Details	Quantity/ No. of items	Cubic Meters	Chargeable Weight(kg)	Amount
FREIGHT SERVICES THIS PERIOD - DETAILS 8						
*** DEPT OF ABCD (101XXXX7) ***						
MELBOURNE - LOCAL 1 / LOCAL DELIVERY						
14/07/2023	WXYX99917139	BXXXX MXXXX KEW (VIC)	1	1.259	X15.0	\$X7.65
	2XXXXX 9					
17/07/2023	WXYX99917138	RXYXY CXYZZ DOCKLANDS	1	X.019	5.0	\$X1.23
	2XXXXX					
MELBOURNE - VIC ZONE 1 / ROAD EXPRESS						
17/07/2023	WXYX99917137	XYZZZ ZZZZZ LARA	1	X.641	X11.0	\$X4.21
	2XXXXX					
17/07/2023	WXYX99917140	AD XYZZZZZZZ BANNOCKBURN	2	X.198	50.0	\$X8.03
	2XXXXX					
MELBOURNE - VIC ZONE 2 / ROAD EXPRESS						
12/07/2023	WXYX99917130	ABCD XYZZZZZ / B COLAC	4	0.347	X7.0	\$X3.67
	2XXXXX					
12/07/2023	WXYX99917131	AGGD XYZZZZA MORWELL	5	0.495	XX4.0	\$X4.81
	2XXXXX					
12/07/2023	WXYX99917132	AXYD XYZZZZB WODONGA	2	0.198	X0.0	\$X2.53
	2XXXXX					
12/07/2023	WXYX99917133	ASSD XYZZZZC SALE	5	0.495	XX4.0	\$X4.81
	2XXXXX					
12/07/2023	WXYX99917134	AWWD XYZZZZD BENALLA	1	1.917	XX0.0	\$X51.96
	2XXXXX					
12/07/2023	WXYX99917135	AZZD XYZZZZFZ BENALLA	3	0.297	X5.0	\$X0.06
	2XXXXX					
12/07/2023	WXYX99917136	AYYD XYZZZZG Z STAWELL	2	0.198	X0.0	\$X2.53
	2XXXXX					
17/07/2023	WXYX99917141	AXXD XYZZZZH SMYTHESDALE	1	0.102	X6.0	\$X5.31
	2XXXXX					
Total Freight Services Excl. GST (101XXXX7)						\$X5X.80
Total Freight Services Excl. GST						\$X5X.80

		Invoice Number 200038265 Reference 4817927 Account Number 101XXXX7 DEPT ABCD
StarTrack Express Pty Limited ABN 44001227890		Page 4 of 4

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						\$12Z.98
Total Surcharges Excl. GST						\$1XY.30
GST on Freight Services + Surcharges						\$XY.41
Total Freight Services + Surcharges Incl. GST						\$X5X.51

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

Sub Accounts - Information Statement

As a Sub Account customer, you will now receive an **Information Statement** instead of your current zero-dollar Tax Invoice.


Your **Information Statement** will include all your charges paid by Head Office.

Specific changes are as follows:

- ① The **Related Invoice Number** is a system-generated number that belongs to your Head Office.
- ② All charges will be for the current invoice billing period.
- ③ There is a designated area at the bottom of your Information Statement for important messages.
- ④ Some Freight Services descriptions have been slightly revised for greater clarity.



Information Statement



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


Page 1 of 2

Please find attached your transactions which will be paid by ABCD HEADOFFICE (2YZWXYZ).
 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 Express Pty Ltd
 ABN 44001227890

Related to Invoice Number 7000000239
 Reference 4XXXXX
 Account Number 2ZZZYYY

ABCD CUSTOMER

Page 2 of 2

Date	Reference	Details	Quantity/ No. of Items	Cubic Meters	Charges/ble Weight(kg)	Amount
FREIGHT SERVICES THIS PERIOD						
07/07/2023	XYZ1X0001055 X	TEST KIT	1		5.0	\$XX.YY
07/07/2023	XYZ2X000105Y	ALIGNMENT KIT	1		4.0	\$XY.ZY
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						\$ZK.YY

- 1 Information Statement is replacing the current 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

Freight Services – Description change

FREIGHT SERVICES	
Current Description	Revised Description
PRE-PAID SATCHELS	CONSUMABLE - PRE-PAID SATCHELS
PERMANENT RE-OCCURRING SERVICE	PERMANENT RECURRING SERVICE
COURIER	STARTRACK COURIER
1KG PRIORITY CARTON	CONSUMABLE - 1KG SMALL CARTON
1KG FPP SATCHEL	CONSUMABLE - 1KG SMALL SATCHEL
1 KG NATIONWIDE	1KG NATIONWIDE SATCHEL
1 KG OVERNIGHT	1KG OVERNIGHT SATCHEL
1KG PAYGO N/WIDE SAT	1KG PAYGO N/WIDE SATCHEL
3KG PRIORITY CARTON	CONSUMABLE - 3KG MEDIUM CARTON
3KG PRIORITY SATCHEL	CONSUMABLE - 3KG MEDIUM SATCHEL
3 KG NATIONWIDE	3KG NATIONWIDE SATCHEL
3 KG OVERNIGHT	3KG OVERNIGHT SATCHEL
3KG PAYGO N/WIDE SAT	3KG PAYGO N/WIDE SATCHEL
5KG FPP SATCHEL	CONSUMABLE - 5KG LARGE SATCHEL
5 KG NATIONWIDE	5KG NATIONWIDE SATCHEL
5KG PAYGO N/WIDE SAT	5KG PAYGO N/WIDE SATCHEL
ADDITIONAL WGT CUBE	ADDITIONAL WEIGHT CUBE
1KG STAR TRACK BOX	CONSUMABLE - 1KG SMALL STAR TRACK BOX
3KG STAR TRACK BOX	CONSUMABLE - 3KG MEDIUM STAR TRACK BOX
5KG STAR TRACK BOX	CONSUMABLE - 5KG LARGE STAR TRACK BOX
10KG STAR TRACK BOX	CONSUMABLE - 10KG X-LARGE STAR TRACK BOX
20KG STAR TRACK BOX	CONSUMABLE - 20KG 2XL STAR TRACK BOX
SQR MAILER-SML	CONSUMABLE - SQR MAILER-SML
SQR MAILER-MED	CONSUMABLE - SQR MAILER-MED
SQR MAILER-LRG	CONSUMABLE - SQR MAILER-LRG
SQR MAILER-XL	CONSUMABLE - SQR MAILER-XL
DELIVERY PRM CHARGE	DELIVERY PREMIUM CHARGE
DANGEROUS GDS SURCHG	DANGEROUS GOODS SURCHARGE
DWN SRCHG 1K SATCHEL	DARWIN SURCHARGE 1KG SATCHEL
DWN SRCHG 3K SATCHEL	DARWIN SURCHARGE 3KG SATCHEL
DWN SRCHG 5K SATCHEL	DARWIN SURCHARGE 5KG SATCHEL
PROCESSING CHG EXMPT	PROCESSING CHARGE EXEMPT



Freight Services – Description change cont.

Current Description	Revised Description
MANUAL HANDLING AIR	MANUAL HANDLING PREMIUM
PREMIUM HOME DELIVER	PREMIUM HOME DELIVERY
1PN SATCHEL	CONSUMABLE - 1PN SATCHEL
3PN SATCHEL	CONSUMABLE - 3PN SATCHEL
5PN SATCHEL	CONSUMABLE - 5PN SATCHEL
P.O.BOX DELIVERY	P.O. BOX DELIVERY
PRIORITY RECURRING S	PRIORITY RECURRING SERVICE
3KG SEC EXP SAT	3KG SECURITY EXPRESS SATCHEL
5KG SEC EXP SAT	5KG SECURITY EXPRESS SATCHEL
STANDBY STARTRACK CO	STANDBY STARTRACK COURIER
STC FUEL SURCHARGE	STARTRACK COURIER FUEL SURCHARGE
2ND DELIV CHARGE	2ND DELIVERY CHARGE
SECOND DELY ROAD	SECOND DELIVERY ROAD
SECOND DELY SPECIAL	SECOND DELIVERY SPECIAL
SAMEDAY STARTRACK CR	SAMEDAY STARTRACK COURIER
1KG AIRLOCK PREPAID	CONSUMABLE - 1KG AIRLOCK PREPAID
3KG AIRLOCK PREPAID	CONSUMABLE - 3KG AIRLOCK PREPAID
5KG AIRLOCK PREPAID	CONSUMABLE - 5KG AIRLOCK PREPAID
5KG PRIORITY CARTON	CONSUMABLE - 5KG LARGE CARTON
DECIFA MAIL HANDLING	DECIPHA MAIL HANDLING
FIXED PRICE HOME DEL	FIXED PRICE HOME DELIVERY
SIGN.REQ SML	SIGNATURE REQUIRED - SMALL
MESSENGER POST	STARTRACK COURIER
1K STAR TRACK SATCHE	CONSUMABLE - 1KG STAR TRACK SATCHEL
3K STAR TRACK SATCHE	CONSUMABLE - 3KG STAR TRACK SATCHEL
5K STAR TRACK SATCHE	CONSUMABLE - 5KG STAR TRACK SATCHEL
SECOND DELY DIRECT	SECOND DELIVERY - DIRECT
SECOND DELY SATCHEL	SECOND DELIVERY - SATCHEL
SECOND DELY INTERNTL	SECOND DELIVERY - INTERNATIONAL
SECOND DELY PAC	SECOND DELIVERY - PAC
SECOND DELY SOS	SECOND DELIVERY - SOS
SECOND DELY SECURITY	SECOND DELIVERY - SECURITY
SECOND DELIVERY CHGE	SECOND DELIVERY - CHARGE



