

# 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 Retail Pty Ltd**  
 ABN 53146789979  
 GPO BOX 5091  
 MELBOURNE VIC 3000  
 Phone 132345

**ABCD PTY LTD**  
 ATT: ACCOUNTS NUMBER and ADDRESS STREET  
 MELBOURNE VIC 3000

**Payment Enquiries:**  
 Credit Officer  
[@startrack.com.au](mailto:@startrack.com.au)

**Tax Invoice**

**1** Invoice Number 700000164  
 Issue Date 04/08/2023  
 Period 19/07/2023 - 25/07/2023 (24004)

**2** Reference 4XXXXX3  
 Account Number 3XYZXXX

**PAYMENT DUE BY 30/09/2023**  
**TOTAL AMOUNT DUE \$XYZ.ZY.9X**

Invoice Number 700000164  
 Reference 4XXXXX3  
 Account Number 3XYZXXX  
**ABCD PTY LTD**  
 Page 2 of 3

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Summary Page 1 of 3

**3**

Freight Services this Period	\$XY6.XX
Surcharges	\$1XY.ZZ
GST	\$X4.YY
Adjustments this Period	\$0.00
GST on Adjustments	\$0.00
<b>Total this Period incl. GST</b>	<b>\$XYZ.ZY</b>

**4** Payment Options


EFT: BSB 066750 ACC 3XYZXXX  
 Other: [startrack.com.au/support/payments](http://startrack.com.au/support/payments)

**5** Please send Remittance to [@startrack.com.au](mailto:@startrack.com.au)

Disputes: [forms.startrack.com.au/tools/credit-claim](http://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](http://startrack.com.au/pricing-updates)

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



**StarTrack Retail Pty Ltd**  
 ABN 53146789979

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

Description	Amount Excl. GST	GST	Amount Incl. GST
ACCOUNT SERVICE FEE	\$X0.3Z	\$1X03	\$XY.3Z
NEXT FLIGHT	\$XYZ.ZZ	\$Z3.06	\$XYZ.6Z
<b>Total Freight Services</b>	<b>\$XY0.ZZ</b>	<b>\$XY4.ZZ</b>	<b>\$XYZ.ZY</b>

Invoice Number 700000164  
 Reference 4XXXXX3  
 Account Number 3XYZXXX  
**ABCD PTY LTD**  
 Page 2 of 3

- 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

Date	Reference	Details	Quantity/ No. of Items	Cubic Meters	Chargeable Weight(kg)	Amount
<b>FREIGHT SERVICES THIS PERIOD - DETAILS</b> <span style="float: right;">8</span>						
*** ABCD PTY LTD (3XYZXXX) ***						
08/07/2023	XYZ1X0000XXX	Next Flight	1	5.0		\$1XX.ZZ
09/07/2023	XYZ2000YYYYY	Next Flight	1	4.0		\$1ZZ.YY
15/07/2023	XYZ3X0000ZZZ	Next Flight	1	5.0		\$1YY.ZZ
Total Freight Services Excl. GST (3XYZXXX)						\$XYZ.XX
Total Freight Services Excl. GST						\$XXX.ZZ
<b>SURCHARGES THIS PERIOD - DETAILS</b> <span style="float: right;">9</span>						
ACCOUNT SERVICE FEE						\$XY.ZZ
FUEL SURCHARGE						\$XYZ.XX
SECURITY MANAGEMENT CHARGE						\$YZ.YY
Total Surcharges Excl. GST						\$XYZ.XY
GST on Freight Services + Surcharges						\$XY.ZZ
Total Freight Services + Surcharges Incl. GST						\$XYZ.XY

8 Detailed Freight Services

9 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 Retail Pty Ltd**  
 ABN 53146789979  
 GPO BOX 5091  
 MELBOURNE VIC 3000  
 Phone 132345

**Payment Enquiries:**  
 Credit Officer  
[startrack.com.au](mailto:startrack.com.au)

**Information Statement**

Related to Invoice Number 700000239  
 Issue Date 04/08/2023  
 Period 19/07/2023 - 25/07/2023 (24004)  
 Reference 4XXXXX  
 Account Number 2ZZZYYY

Page 1 of 2

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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.

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Disputes: [forms.startrack.com.au/tools/credit-claim](https://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](https://startrack.com.au/pricing-updates)

StarTrack Retail special message prints here.



**StarTrack Retail Pty Ltd**  
 ABN 53146789979

Related to Invoice Number 700000239  
 Reference 4XXXXX  
 Account Number 2ZZZYYY

**ABCD CUSTOMER**

Page 2 of 2

Date	Reference	Details	Quantity/ No. of Items	Cubic Meters	Chargeable Weight(kg)	Amount
<b>FREIGHT SERVICES THIS PERIOD</b>						
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
<b>SURCHARGES THIS PERIOD</b>						
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
<b>Total Freight Services + Surcharges Incl. GST</b>						\$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





