Understanding Your Invoice & Statement

1. Your invoice number. You will need to reference this number if you have any questions about your invoice.
2. The number of packages shipped, and the service level selected for the shipments.
3. Service updates and company information.
4. Summary of invoice charges
5. Summary of account charges
6. Field to denote the amount of Unapplied Credit that should be applied to the invoice.
7. The Remittance Advice. Please include it when mailing your payment.

Questions?
Call 877.227.5139 or email billing@ontrac.com

8. Invoices that are still open.
9. Recent payments received.
10. If adjustments are issued, Unapplied Credit is added to your account.
11. Delivery address, POD and shipment details.
12. Breakdown of fees, surcharges, and value-added services.
13. Summary of charges for the shipments.
14. Total charges, including weight, and number of packages.
15. If your billing address needs to be updated, please include the new information with the Remittance.