

Understanding your BOC invoice

If you have any issues with your invoice please contact us on **0800 111 333**.
Please retain this guide for future reference.

Our details

Our address and VAT registration.

Invoice address

The address to which your invoice will be sent for all delivery locations you have asked to be billed together.

Sales

This section lists your purchases for the month.

Product information (cylinders)

This shows product purchased, cylinder size, number of full cylinders supplied, and the price charged per cylinder. The second number is the number of empty cylinders collected. Below each product is the Environment and Energy Surcharge for that product.

Note: For Cryospeed liquid gas products, litres is the unit of measure. For small volumes, a minimum charge is applied.

Fixed charge

Fixed charge is the delivery or collect charge. This is applied to each transaction regardless of the number of cylinders.

Rentals

Listed under this heading are the cylinders that are due for a rental charge this month.

Cylinder rental details

For each cylinder size being charged for rental, the invoice line details:

- Number of cylinders being charged.
- The start date of the rental.
- The amount charged per cylinder.
- Number of months being charged.

Note: Please refer to your terms and conditions for more information.

Our contact details

Please contact us if you have an invoice enquiry.

Invoice number

The unique number BOC has created to identify this invoice. Quote if you have a query.

Account number

This is your main 'Payer' account number, which links all of your locations together. Quote this if you have a query.

Invoice total

The total amount due for payment. Payment with the payment slip should reach BOC in full by the date due shown, unless paying by direct debit.

Customer Message Box

Promotional messages to keep you informed about BOC offers and initiatives.

Advice note (sales)

This is the number on the advice note we gave you when we made the supply.

Purchase order number

The order number you quoted to us. We can set up purchase orders to cover a period of time or to a maximum value for supplies, rental or both.

Location account number

Our records of where your cylinders are located.

Total

This amount should be sent in full by the date shown. If you have paid for your supply through our network of retail outlets or Direct Debit, you will still receive an invoice for your records. In these cases you should have received a receipt for your payment and can ignore the 'payment due' information.

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Monthly Invoice

Invoice Number: 123456789
Account Number: 123456
Invoice Date: 31 July 2013
Invoice Due Date: 20 August 2013
Invoice Total: £ 506.48

For enquiries contact: Customer Service Centre
Telephone: 0800 111 333
Email: custserv@boc.com

Have you noticed something different?
We listened to your feedback and updated the format of our invoices! Through a simplified layout and the use of colour to highlight key information, we hope you find your invoice easier to understand.

PRODUCT

Purchase Order: 123456789
Location No: 123456789
Location: Company Name, Address line 1, Address line 2, Address line 3, POSTCODE

Delivery Note: 123456789
Date: 19/07/2013
Billing Document: 123456789
Supplied by: Name of Agent

Item Description	Supplied Quantity	Returned Quantity	Price	Unit	Value	VAT (Rate)	Amount (incl VAT)
COMPRESSED AIR SIZE WN	1	1	87.32	MCP	87.32	17.46 (AB)	104.78
ENVIRONMENT AND ENERGY SURCHARGE			12.75	MCP	12.75	2.55 (AB)	15.30
FIXED CHARGES					51.30	10.26 (AB)	61.56
Billing Document Total							£181.64

RENTAL

Purchase Order: 123456789
Location No: 123456789
Location: Company Name, Address line 1, Address line 2, Address line 3, POSTCODE

Billing Document: 123456789

Item Description	Quantity	Rate	Value	VAT (Rate)	Amount (incl VAT)
OXYGEN SIZE W	2	5.70/1mths	11.40	2.28 (AB)	13.68
COMPRESSED AIR SIZE WN	2	97.40/1mths	194.80	38.96 (AB)	233.76
ACETYLENE 50L SIZE L	1	9.45/1mths	9.45	1.89 (AB)	11.34
CYLINDER PROPANE SIZE E	5	1.95/1mths	9.75	1.95 (AB)	11.70
HYDROGEN SIZE K	6	5.10/1mths	30.60	6.12 (AB)	36.72
OTHER SPECIAL GASES SIZE AV	1	12.70/1mths	12.70	2.54 (AB)	15.24
INVOICE FEE (NON DIRECT DEBIT ACCOUNT)			2.00	0.40 (AB)	2.40
Billing Document Total					£324.84
Invoice Total			422.07	84.41	£ 506.48

VAT Details
Code AB Rate 20.00% Value Ex VAT 422.07 VAT Value 84.41

Payment slip

On the last page of the invoice is the invoice payment slip, which should be returned with your payment by the due date shown. If you pay by Direct Debit, the payment slip will indicate that no payment is required. Customers paying via BACS and requiring to fax or email their own remittance number can use the fax number: 0800 783 8176 or e-mail: remit.advice@boc.com.