

# Understanding your BOC invoice

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

**Our Details**  
Our address and VAT registration should you need them.

**Quantity returned**  
to BOC.

**Quantity charged**  
in this invoice.

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

**Sales**  
This section lists your purchases for the month.

**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. Quoting an order number on your invoice will help you to reconcile supplies quicker.

**Product Information (cylinders)**  
The first line shows product purchased, cylinder size, number of full cylinders supplied, and the price charged per cylinder. The second line shows the number of empty cylinders collected. Note: For Cryospeed liquid gas products Litres is the unit of measure. For small volumes, a minimum charge is applied.

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

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

**Payment Slip**  
This is your 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 e-mail their own remittance advice can use the fax number 0800 783 8176 or e-mail remit.advice@boc.com  
NB: Your payment slip will only appear on the last page of your invoice.

**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.

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

**Advice Note (Sales)**  
This is the number on the advice note we gave you when we made the supply. A copy of the supply note can be provided.

**Location Account Number**  
Our records of where your cylinders are located.

**Advice Note (Rentals)**  
No documents exist for rentals, this is a system generated number only. Rentals are renewed automatically on reaching the rental anniversary date if the cylinders have not been returned.

**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:**  
1) Where a cylinder has been returned during the month, and not replaced with a like cylinder, rent will be charged for the full month. If annual rent had been paid in advance, you will receive a credit for the prepaid months.  
2) Where an additional cylinder has been taken and you have like cylinders being charged annual rent, the number of months charged will be equal to the number of months up to the anniversary dates of your like cylinders.