

## Remember to indicate the party assuming the costs of the invoice charges

Dear Customer,

Are you receiving invoices with inaccurate information? We have seen a number of invoicing issues directly related to missing or inaccurate information of the charges' payer, i.e. shipper or consignee. Instead of spending your valuable time disputing invoice data, you can manage the invoicing details by specifying the party that will assume the cost of each of the charges listed below when submitting your shipping instructions:

- Origin haulage charges (door)
- Origin port charges
- Freight charges
- Destination port charges
- Destination haulage charges (door)

In some cases, generic information like "freight prepaid" or solely the use of incoterms can lead to incorrect costs' allocation at the time of invoicing. Please remember that providing the accurate payer information for the above charges is crucial for an efficient invoicing process.

With your time planning in mind, please spend a few extra minutes updating this information that will result in less time spent disputing invoice data. If you should require additional information, please contact our customer service team at your [location](#), who will guide you based on your individual situation.

Best regards,