

# UNDERSTANDING YOUR INVOICE

**Canon**

# BILLING

As a customer, it is important to understand how our billing cycle works ahead of your invoice.

Central to this cycle is the **billing window**. The 'billing window' is the period prior to the scheduled invoicing date. Meter readings received during this period will be used to calculate your invoice. This period is approximately 10 to 15 days.

## Meter reading types

There are two ways to share your meter readings with us:

1. Automated reading included in E maintenance - Device Management Service (DMS) agreement
2. Customer submission

## Purchase order

Please provide a Purchase Order for the entirety of the Contract including all ongoing contract charges. If this is not possible, please ensure you issue a Purchase order annually.

To ensure invoices are easily processed and help avoid unnecessary queries, include details of what periods the PO will cover, including serial numbers and/or contract numbers as well your email address.

Ensure you send any updated PO information to our billing team, preferably in advance of the chargeable period to ensure this is updated for you in good time.

## Global price changes

Please note, depending on your agreement, there may be annual price increases applied. Please refer to your T&C's for more information.

## Additional information

If your lease agreement is with a third-party leasing company, you will receive invoices from them as per your agreed schedule. Please contact them directly if you are concerned that you've not yet received an invoice.

For service support charges – you will be billed separately, on a quarterly or monthly basis depending on your agreement or contract type.

For questions regarding your billing arrangements or any general contract queries, please provide your company name, and or Account number & device serials in query, as this will help us resolve your query quicker. Please send queries to:

**[contractquery@cuk.canon.co.uk](mailto:contractquery@cuk.canon.co.uk)**

For submitting purchase orders or updating your contact details, get in touch with the billing team. Email:

**[contract\\_data\\_team@cuk.canon.co.uk](mailto:contract_data_team@cuk.canon.co.uk)**

For meter reading submissions, Email: **[meterreadings@cuk.canon.co.uk](mailto:meterreadings@cuk.canon.co.uk)** or visit Website: **[canon.co.uk/support/business/contact-support](https://www.canon.co.uk/support/business/contact-support)**

# UNDERSTANDING YOUR INVOICE

The layout below gives you a comprehensive understanding of your invoices and addresses any frequently asked questions you might have regarding your invoice. These visual representations consist of key data, such as itemised charges, payment breakdowns, and billing cycles, which will enable you to quickly find the information you need.

Please contact the accounts receivable team for any queries regarding outstanding invoices and payments or to receive paperless copies. Email: [cc.queries@cuk.canon.co.uk](mailto:cc.queries@cuk.canon.co.uk)

**General information about Canon**

**Invoice number, customer number, invoice date and number of specification pages**

**Information as requested by you to put on the invoice**

**Machine on which maintenance has taken place**

**Specification of parts used and call out fees charged**

**Comments, totals, payment terms and method of payment**

Page number of the total number of pages

Your contact details

Canon contact details for this invoice

Address where machine is located

Article no.	Description	Quantity (UOM)	Unit price (CURRENCY)	Total (CURRENCY)	VAT
XXXXX	XXXXXXXXXXXXXXXX	1 (Each)	000.00	000.00	1
XXXXX	XXXXXXXXXXXX	1 (Each)	000.00	000.00	1

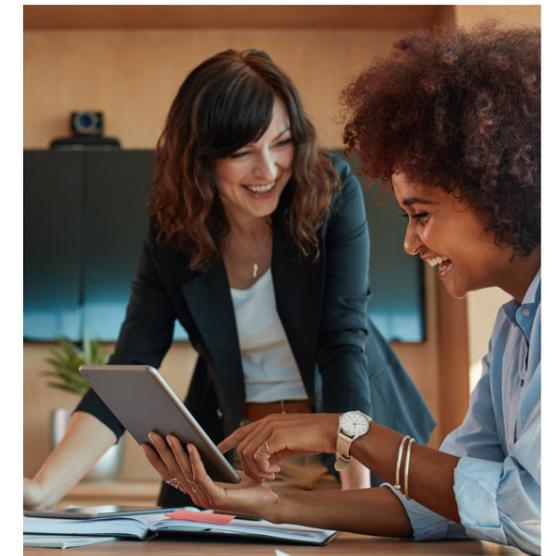
<b>Net Price (CURRENCY)</b>	000.00
<b>(I) VAT 20% of (CURRENCY)</b>	000.00
<b>VAT amount (CURRENCY)</b>	000.00
<b>To be paid (CURRENCY)</b>	<b>0,000.00</b>



## Understanding your invoice

To get a clear understanding of what your first invoice looks like and information it may contain, please visit our invoice guidance page [canon.co.uk/invoice-info](https://www.canon.co.uk/invoice-info) or scan the QR code for more information.

# PAYMENTS MADE EASY FOR YOU



Direct Debit is a simple, safe and convenient way of paying.

You may already be using it to pay your household bills. The benefits are the same and go even beyond when setting up Direct Debit with Canon for all the products and services you buy from us.

### YOUR BENEFITS:

#### Time efficiency:

With Direct Debit you will find it easier to stay on top of bills, knowing exactly how much money is going out each month. Your finance department will have **reduced workload and paperwork**, and have time to focus on other priorities.

#### Healthier cashflow:

The extension of the payment terms from 30 to 45 days, will give you **15 extra credit days**. Advanced payment notifications helps you budgeting your expenses and your orders will not be delayed due to credit checks/overdue invoices.

#### Easy and Flexible:

Direct Debit can be easily set up in just a **few steps** and it can be cancelled anytime if you ever change your mind.

### THE PROCESS:

You can sign up for Direct Debit either:

- By filling in the form found within this pack and sending it via post in the envelope provided or
- By scanning the QR code below you will be directed to our landing page [canon.co.uk/directdebitpl](https://www.canon.co.uk/directdebitpl)

### WHAT NEXT?:

1. Fill in our Direct Debit set up request form
2. You will receive instructions from our Credit Control team
3. Fill in the Direct Debit Adobe Sign form
4. You are all set!

Once the bank has received your permission, payments will be made automatically. Invoices will continue to arrive in the usual way. You will then have 45 days before the amount of the invoice is deducted from your bank account.





# KEY SUPPORT CONTACTS

You can reach us through these contacts below. To help speed up your queries, please ensure you supply as much information as possible including the following: company name, contact details, email address, contract number(s) and product serial numbers.

## Accounts receivable team

Regarding outstanding invoices and payments, contact our credit control team

Email: [cc.queries@cuk.canon.co.uk](mailto:cc.queries@cuk.canon.co.uk)

Regarding setting up direct debits, contact the DD team

Email: [ddcustomer@cuk.canon.co.uk](mailto:ddcustomer@cuk.canon.co.uk)

## Contract management team

For your billing arrangements or any general contract queries

Email: [contractquery@cuk.canon.co.uk](mailto:contractquery@cuk.canon.co.uk)

To submit a purchase order or update your contact details, get in touch with the billing team

Email: [contract\\_data\\_team@cuk.canon.co.uk](mailto:contract_data_team@cuk.canon.co.uk)

## Customer service team

To place a service call, request a device move, order contract consumables such as Toner, or have a general query

Email: [uk@support.canon-europe.com](mailto:uk@support.canon-europe.com)

Phone: **0844 892 0844\***

## Media supplies (Paper and Ink)

For chargeable media supplies

Email: [suppliesadmin@cuk.canon.co.uk](mailto:suppliesadmin@cuk.canon.co.uk)

Phone: **0800 623 623**

Visit shop: [supplieshop.canon.co.uk](http://supplieshop.canon.co.uk)\*\*

## Training

To request information and access to Canon's training portal

Email: [trainingexcellence@cuk.canon.co.uk](mailto:trainingexcellence@cuk.canon.co.uk)

## Meter readings

For meter reading submissions, Email:

[meterreadings@cuk.canon.co.uk](mailto:meterreadings@cuk.canon.co.uk) or visit

Website: [canon.co.uk/support/business/contact-support](http://canon.co.uk/support/business/contact-support)

\* (Calls charged at geographical local rates dependent on your call plan and service provider. For exact charges, please check with your service provider). \*\*Webshop account required.

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