

November 2016



Guide to Your New Statement

www.royalmail.com/stamps

Statement of Account

Mr Fraser Chisholm
Talents House
21 South Gyle Crescent
Edinburgh
EH12 9PB

Statement Date: 01/04/2016 to 20/04/2016

Account Ref: 40000085

Royal Mail Stamps and Collectibles
Talents House
21 South Gyle Crescent
EDINBURGH
EH12 9PB
Telephone: 03457 943 645

Customer Name and Address

Statement Date Range

Customer Account Number

Date	Invoice	Order	PO	Charge	Credit
19/04/2016	147982	UR		£0.00	£1,000.00
19/04/2016			Adjustment -		£-22.45
19/04/2016			Adjustment -		£-6.90
19/04/2016			Adjustment -		£-6.40
19/04/2016			Adjustment -		£-14.45
19/04/2016			Adjustment -		£-6.40
19/04/2016	147983	UR		£0.00	£150.00
19/04/2016	147984	795984		£22.45	£0.00
19/04/2016	147985	795985	TopUpRed	£-22.45	£0.00
19/04/2016	147986	795986	TopUpRed	£6.90	£0.00
19/04/2016	147987	795987	TopUpRed	£-6.90	£0.00
19/04/2016	147988	795988	TopUpRed	£6.40	£0.00
19/04/2016	147989	795989	TopUpRed	£-6.40	£0.00
19/04/2016	147990	CM	Credit Card Payment Ref	£11.35	£0.00
				£-11.35	£0.00
				£0.00	£5.45
Account Balance:				£1,098.85	

Date the order was processed

RMG Reference UR stands for Unapplied Receipt

Invoice Number.

Order number, also found on despatch note

RMG Reference CM stands for Credit Memo and is a Customer Return

Top Up on Account

Sales Order Adjustments to Account

Order Value

Top Up Account Reduction

Returned Goods - Account Credit

Page 1 of 1

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Doc Ref No. 1 of 1

Glossary

- **Order Payment:** This will be represented on the statements as a credit card payment, TopUpRed and an adjustment in the credit column.
- **Monies added to the account:** This will appear as a UR on the statement.
- **Refund:** This will appear as a CM on the statement.