

Invoicing Policy

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v0.1	11/06/26	New document
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1. Introduction

This Invoicing Policy sets out the processes for the issue, payment, and retention of invoices. It also states the legal requirements.

This invoicing policy relates to the requirements of the Ofqual General Conditions of Recognition, conditions F3.2 ad F3.3

1.1. Purpose

This policy sets out our approach to invoicing and associated matters for all customers.

1.2. Scope

This invoicing policy applies to all customers and potential customers. The policy sets out to inform our customers and potential customers how we will invoice for our services and products and how we expect our invoices to be settled.

1.3. Responsibilities/duties

The Head of Financial Services is responsible for ensuring this policy is followed with support from the Management Accountant and the finance team.

1.4. Definitions

Word/Acronym	Definition
PDF	Portable Document Forma

1.5. Location

Available on website.

2. Process

2.1. Issuing of invoices

We operate a monthly consolidated invoicing policy; the invoices are a consolidation of all

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monthly orders and are sent electronically as an attachment in PDF. The PDF document details the monthly period, total invoice amount, full details of each individual order including date, description, unit price and VAT.

2.2. Credit notes

Order cancellations are raised to correct any charges raised in error or for orders cancelled within the cancellation period. Order cancellations are a consolidation of all monthly orders and are sent electronically as an attachment in PDF. The PDF document details the monthly period, total invoice amount, full details of each individual order including date, description, unit price and VAT.

2.3. Purchase order numbers

There is a purchase order field available on the online portal, the purchase order number must be input on the portal at point of order for the purchase order number to appear on the invoice, credit note and the order confirmation. There are prompts when placing orders for this field to be completed. Purchase order numbers cannot be added once the invoice/credit note document has been issued.

2.4. Annual approval fees

Annual fees are applied to all active centres at the beginning of the new session, these are not included with the monthly consolidated invoice and will be invoiced separately.

We reserve the right to lapse a centre status if annual fees are not paid within the specified payment terms.

2.5. Invoices

Information included on the invoices show invoice date, centre number, the period covered by the invoice and total amount being invoiced in the invoicing period.

Invoices comply with VAT regulations and show the correct VAT number.

2.6. Payment terms

All invoices must be paid within 30 days of the date of the invoice unless specified otherwise.

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2.7. Payment of invoices

Invoices are raised in sterling for settlement except when agreed otherwise. Payment can be made directly into the bank account, by cheque or by credit/debit card. Full payment information and bank details are detailed on the invoice.

2.8. Credit control

- Centres receive monthly statements via email detailing outstanding items and total balance of the account.
- Centres receive reminder letters via email if payment terms are exceeded.
- Centres may be contacted via telephone if payment terms are exceeded.
- Financial suspensions may be applied if payment terms are exceeded, this includes the removal of system access and support for the centre.

We reserve the right to permanently withdraw centre approval if the centre is deemed a financial risk to the business.

3. Initial Equality Impact Assessment

An Initial Equality Impact Assessment has been completed for this policy, and no concerns were raised.

4. References to associated documents

- **HMRC:-** <https://www.gov.uk/invoicing-and-taking-payment-from-customers/invoices-what-they-must-include>

5. Implementation and dissemination

This policy is available on Active IQ website

6. Monitoring arrangements

This policy is reviewed annually as part of the General Conditions of Recognition, Ofqual General Conditions of Recognition F3.2. and F3.3. review. Updates are applied where necessary.

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7. Data retention

Electronic copies of invoices are retained for at least six years from the date of issue

8. Contact us

If you have any queries about the contents of the policy, please contact our support team on:

E: csteam@activeiq.co.uk

T: +44(0)1480 467 950

T: +44(0) 845 688 1278

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