

## Invoicing Policy

*Our Policy on Invoicing*

Document owner	Compliance Manager
Date last updated	01/02/2019
Next update	01/02/2021
Status	Approved
Version	3

## 1. Introduction

Qualifications Network is committed to providing value for money for centres and learners. We are also committed to provide high quality, high integrity qualifications and services.

As part of our compliance with our regulatory requirements we shall maintain, publish and comply with a written policy on invoicing.

## 2. Document Review

All Qualifications Network policies are reviewed on a regular basis, usually at least bi-annually. This policy will also be reviewed as required due to feedback from stakeholders or in line with changes in legislation, regulation or industry best practice. A full review will also be undertaken should any issue arise, whether internal or external, that Qualifications Network considers could impact on the way in which malpractice and maladministration is managed.

Feedback may also reach us through:

- EQA Activities
- Team Meetings
- Lessons Learnt Documents
- Non-conformance Reports
- Staff Feedback

The next review date for this policy is shown on the cover page.

## 3. Document Audience

This policy is intended for those with approved centre status. It may also be useful for prospective purchasers of qualifications.

## 4. Scope of Document

This policy outlines how and when we will invoice centres for our products and services. These products include, but are not limited to:

- Centre recognition.
- Candidate registrations.
- Replacement certificates (full and unit).
- Centre quality support visits.
- Manuals and other learner support materials.
- Package prices (eg. Full award and learner resources).
- Trainer resources.
- Other fees associated with sanctions, appeals and quality auditing.

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### 5. Document Availability

This policy is available to all employees via shared folders held within a secure portal accessed via Microsoft Sharepoint.

Where necessary, for instance for a short-term contract, a single copy of this document may be issued to individual contractors and other non-direct employees. One may also be issued to other relevant third parties, such as a Regulator, on request.

This policy is also available to all Centres via the secure Centre Log-in area accessed via the Qualifications Network website at: <http://MyQNUK.co.uk>.

### 6. Risk Management

Qualifications Network needs to ensure that cash flow is available to maintain the development, delivery and award of our qualifications. Centres that fail to settle invoices in good time create a risk to our cash flow.

Late payers also place additional burden on our resources. They may also find it difficult if they suddenly find themselves with large amounts of outstanding payments.

Those that are consistently late payers or fail to pay will have sanctions applied.

### 7. Non-Conformance Reports

Our non-conformance reports help to identify weaknesses in our quality procedures and a non-conformance report should be filed where we have failed to adhere to the procedures outlined in this Policy.

The Standard Operating Procedures “completing, investigating and processing a non-conformance report” should be followed.

### 8. Informing our Approach

To ensure continual improvement we are always looking for ways to improve our products and services. This includes reducing the burden of staff and our resources through efficient working.

When monitoring our invoicing process and payments received time frames we take into consideration the factors identified and take the opportunity to identify ways in which our systems and processes can be improved.

### 9. Training/Competence

Invoicing staff should be competent in using our accounting software and understand the relevant conditions of our recognition.

### 10. Responsibilities

Centre support staff and exams officers are responsible for ensuring invoices are raised as soon as a purchase has been made. Also Centres are responsible for ensuring invoices are settled as soon as possible and always within payment terms.

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### 11. Invoicing Approach

Below are details to be undertaken with respect to invoicing:

- Qualifications Network will generate invoices for all products and services purchased.
- Invoices will be generated on a daily basis.
- Invoices will be emailed to the centres finance contact. Where a specific contact has not been provided the centres main contact will be nominated to receive these.
- All invoices from Qualifications Network will be sent from [Accounts@QNUK.org](mailto:Accounts@QNUK.org).
- Invoices should be settled as per the terms on the invoice. This is typically prior to dispatch where no credit terms are agreed and within 14-30 days for these centres that have credit.

### 12. Content of Invoices

All invoices will contain the following information:

- The word “invoice”
- A unique invoice number generated by us.
- The date of the invoice in the following format dd/mm/yyyy
- The contact details of the centre
- The details of the order, i.e. the titles of the unit/qualifications or service
- The quantity of products/services required (as appropriate)
- Any delivery/package charges
- Any VAT charged
- Total amount payable in GBP
- Payment/credit terms
- Payment options
- Any purchase order number quoted
- Your centre number

### 13. Payment Methods

Qualifications Network accepts a variety of payment methods, these include:

- PayPal where payments can be sent to, [accounts@QNUK.Org](mailto:accounts@QNUK.Org)
- Credit or debit card payments are accepted over the phone – please ensure that you have your invoice reference to hand and call us on 020 3795 0559
- BACs payment through our bank account:

Santander  
Church Street  
Enfield Town  
Middlesex

Sort Code : 09-06-66  
Account Number : 40573775

- All remittance advices/receipts to be sent to [accounts@QNUK.org](mailto:accounts@QNUK.org)

### 14. Payment Terms

Payment for products should be made at the time of purchase unless a centre has been issued with an approved credit account. Payment for any such credit accounts vary from 14-30 days. Centres will be informed of their credit allowance once their credit account is approved. Invoices will identify applicable credit terms.

Centre visits and other services not available to purchase from our Web Shop will have payment terms of 14 days unless otherwise specified in writing.

### 15. Credit Checks

Each centre is allowed up to £500.00 credit, however all invoices should be paid within the payment terms. Where a centre would like to increase this amount the Operations Manager will need to undertake a company credit check.

### 16. Non-Payment of Invoices

Non-payment of invoices may affect the support and services that approved centres can provide to candidates. This is a serious concern and jeopardises our conditions of recognition. Where invoices are overdue we will contact centres to arrange immediate payment and where payment is not made within 7 days of the due invoice Qualifications Network will cease to accept any further purchase requests from the approved centre.

Where approved centres continue to fail to settle invoices Qualifications Network reserves the right to impose sanctions on the centre. Further Qualifications Network will forward all unpaid invoices to a suitable debt collection service provider and/or take legal action to recover the monies owed, which could affect a centre's credit rating.

### 17. Availability of Fee Information

Fee information will be available to all centres and can be found on our website at [www.Qualifications-Network.co.uk/fees](http://www.Qualifications-Network.co.uk/fees). Our fee information is also available in a PDF Format and can be emailed to centres and potential purchasers on request.