

Vale of White Horse District Council – Invoicing instructions

1. Ensure your company name is clearly stated on the invoice. This will allow your invoice to be paid correctly.
2. Ensure your company address (including postcode) is shown on the invoice. Please also include your supplier ID number (this can be found on your purchase order). Missing details may result in delayed payment or returned invoices. Please ensure all relevant telephone numbers, fax numbers and email addresses are also provided as this will allow us to contact you quickly if there is any reason why your invoice cannot be processed.
3. Clearly state the council's name in full i.e. not abbreviated and send it to the address quoted on the council's purchase order. If any of this information is incorrect the invoice/credit note will be returned as Vale of White Horse District Council will be unable to process it.
4. Clearly identify if the item is an invoice or credit note. If this is not stated your invoice/credit note may be returned.
5. Ensure that your **unique** invoice/credit note has an identifiable invoice/credit note number stated. Invoices/credit notes received without an invoice/credit number will be returned.
6. Ensure the tax point/invoice date is clearly shown. This allows us to action your invoice within the correct payment terms.
7. Include any important comments on your invoice, which will speed up the processing time. For example credit notes require the related invoice number to be quoted to allow them to be matched to the original invoice.
8. Quote all purchase order (PO) numbers provided. Not providing the correct PO number will delay the payment of your invoice and your invoice/credit note may be returned. Please note that quoting an incorrect or expired PO will cause your invoice to be returned. If an organisation is ordering against a call-off order please ensure you request a new PO if the previous order has expired. If there is no PO number provided please quote the **department code** you were given when the council asked you to provide the goods or service. Providing this information will allow the invoice to be processed more swiftly.
9. Ensure a clear breakdown of invoice value is provided. Invoices that are calculated incorrectly will be returned. Advise of any carriage charges. Ensure a clear VAT breakdown is provided to avoid delays.
10. In addition please ensure your invoice/credit note is:
 - legible. Invoices will be scanned onto our financial management system so need to be clear
 - accompanied by any relevant supporting information
 - not printed on dark paper or in purple ink for scanning purposes
 - not handwritten. An example invoice template can be seen below
11. **If there are any changes to your company information (address, bank account details, etc.) you are required to notify Vale of White Horse District Council in writing**

