

# Invoicing Policy

This policy outlines the processes involved in the issue, payment and retention of invoices and the content of invoices.

## Policy Statement

Fees are published on the Signature website and are reviewed annually.

## Centres

Centres register with Signature to become an approved centre. Once registered, they can apply for approval to deliver our products and qualifications.

When a centre registers, an invoice is generated detailing the qualification and units approved, including fee.

When an assessment is created and/or NVQ candidate is registered, via the Centre Portal, an invoice is generated which details the assessment I.D, unit, candidate name and fee.

Centres offering qualifications requiring EV visits will be invoiced on confirmation of a verification visit. It will detail the visit date and fee.

## Other

Chargeable training events will be invoiced to individuals on booking the event. The invoice will detail the event date, delegate and fee.

Saleable products (over a minimum value) will be invoiced on order, detailing the product, quantity and cost per unit.

BSL Homework is purchased and paid for via the Signature website shop. No invoice is produced.

Candidate appeals and DPA requests will only be processed on receipt of a cleared payment, no invoice is produced.

When an individual registers with the NRCPD\*, an invoice will be generated detailing the level of registration and fee.

## **Invoices**

Centre invoices are addressed to those detailed in the accounts section on the portal.

NRCPD invoices are addressed to the individual registered.

All other invoicing will be addressed to that requested on order.

It is the responsibility of the centre to reference a purchase order number when placing an order.

Any chargeable goods & services provided by Signature will be invoiced within the month of request, (excluding study packages). The invoice will detail in full the service and or product being provided with the equivalent current fee or charge.

\*The National Registers of Communication Professionals Working with Deaf and Deafblind People (NRCPD)

## **Payment terms**

All Invoices state that our payment terms are 30 days from the date of invoice.

Statements are sent monthly to customers. They will detail the outstanding balance, by invoice date, number and value.

Signature accepts the following payment methods: BACS, Signature website on-line payment, cheques made payable to Signature or over the phone with a valid debit or credit card. The reverse of the statement details payment methods.

Payment for invoices 45 days or older are recovered through our debtors' management process. Failure to receive payment within a period of 60 days of the issue of the invoice will result in the account being suspended. Invoices over 90 days will result in further action being taken.

Signature will not accept responsibility for invoices that do not include purchase order numbers and incorrect address details. It is the responsibility of the customer to ensure details contained within the invoice is correct and meets their own invoicing procedures.

**Further information**

Centres are advised to contact the finance department if they have any queries.