

Invoicing Policy

Purpose

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

Fees

Fees and Pricing at OAL are published annually on our website.

Invoicing

OAL issues invoices on a weekly basis. All invoices are processed by our Finance Department and issued once we have the relevant Purchase Order to match the invoice. Invoices for End Point Assessment are issued after the apprentice has been put through the Gateway and the Gateway has been approved by our Gateway Approval Team. Invoices for qualifications are produced following a registration review at the end of each week through our on-line system.

All invoices are sent electronically unless otherwise requested, and agreed as part of their contract, by the Centre, Training Provider or Employer.

The invoice provides details of the qualifications or End Point Assessments being invoiced for along with the date and payment terms. The invoice document provides full detail of each individual order including description and price.

Credit Notes

A credit note will be raised if any corrections need to be made or if any invoice has been raised in error.

Purchase Order Numbers

There is a purchase order field available on the online portal, the purchase order number must be input on the portal. EPA cannot be booked if there is not a valid purchase order number input into the system. There are prompts when placing orders for this field to be completed.

Annual Approval Fees

Annual fees are applied to all active centres at the beginning of the calendar year, these are not included with the monthly consolidated invoice and will be invoiced separately. OAL reserve the right to lapse a centre status if annual fees are not paid within the specified payment terms.

Information Included on the Invoice

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

Payment Terms

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

Payment of Invoices

Payment can be made directly into the OAL bank account or by cheque. Full payment information and bank details are detailed on the invoice.

Centres/customers receive reminders 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.

OAL reserves the right to permanently withdraw centre approval in the event that the centre is deemed a financial risk to the business.

Retention of Invoices

Electronic copies of invoices are retained for at least 6 years from the date of issue.

OAL Contact for this Policy

If you've any queries about the contents of this policy, please contact our Customer Service Team at customerservice@oawards.co.uk or contact them on **01904 236 483**.