

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 review of submitted registrations 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 date, description and price. Our payment terms are 30 days from the date stated on the invoice.

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 no 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, by cheque or by credit/debit card. Full payment information and bank details are detailed on the invoice.

Centres/customers 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.

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

Invoice Disputes

If a customer, employer or centre does not agree with the invoice amount they have been sent they must raise this immediately with the Accounts Department at OAL by emailing accounts@oawards.co.uk providing the invoice number and amount they are disputing and the reasons why the invoice is incorrect. The Financial Controller will then follow up the query and check the amount invoiced with the relevant department and discuss the reasons for the dispute query. If the amount invoiced is incorrect they will raise a Credit Note for the initial invoice and a new invoice for the correct amount.

If the Financial Controller cannot solve the invoice query they will escalate it to be resolved through discussion with the Head of Partnership and Development. If they can't resolve the invoice dispute then the situation will be escalated to the CEO who will liaise with the company directly to resolve the invoice query and work with the Accounts department at OAL to raise a new invoice for the agreed amount. The company concerned would be expected to pay the new invoice amount, once the dispute had been resolved, within 30 days of the new invoice date.

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 customerservice@oawards.co.uk or contact them on **01904 236 483**.