

## Swindon Sure Start Partnership factsheet: Invoicing

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Swindon Sure Start Partnership handles a large number of invoices every year for services to support childcare and early education in Swindon. The majority of these are straightforward and payments are processed without any complications. Private and voluntary sector providers can help by following the guidance in this factsheet.

### Invoicing Swindon Sure Start Partnership correctly

Your invoice must include:

- **Your name and address.** For groups this is usually your headed paper. For individuals this would usually be put in the top right hand corner.
- **A contact telephone number.** This needs to be for someone who can deal with any queries about the invoice.
- **The date of the invoice.**
- **A Unique Reference Number (URN).** This is the number of the invoice.
- **A description of what the payment is for.** For example, if it is part of a grant payment, identify which funding stream it is and which payment is being requested.
- **The amount.** Check that the amount is correct before sending. If you charge VAT this needs to be identified.

### How payments are made

- **Electronically.**

Most payments are made by BACS directly into a bank account. You will need to provide with the invoice the bank account number, the bank sort code and the name on the bank account. *See also the Swindon Sure Start Partnership factsheet about Swindon Borough Council creditor numbers.*

- **By cheque.**

Where electronic payment is not possible arrangements can be made for a cheque to be issued.

### When to get in touch

If your payment is urgent it is advisable to phone Swindon Sure Start Partnership two days after posting the invoice to make sure it has been received. In the first instance contact the person you addressed on the envelope. Let us know that the payment is urgent and why.

The majority of payments are made without any complication within three weeks of receipt or sooner. If you haven't received the payment within three weeks of sending the invoice then contact either the person you sent the invoice to or the Data & Finance Administrator on 01793 466423. We can then investigate what has caused the delay.