

ASDAN Invoicing Policy 2018-2019

1 Purpose

This policy sets out ASDAN's approach to invoicing and associated matters for all customers of ASDAN.

2 Fees and Pricing

ASDAN Fees and Pricing are published annually in September and are available on the ASDAN website.

Customers will be notified at least 60 days before this date if there are to be any increases to current prices.

If a publications order is made or candidate registration submitted before a price increase, these will be invoiced at the pre-increase price, even if they are processed after the price increase. INSET and training workshops will be invoiced at the price as of the date of the event, unless the INSET was confirmed in writing prior to increased prices being published.

3 Administration Fees

3.1 Centre Registration Fee

Customers who were registered with ASDAN before 1st September 2013 will automatically be invoiced on 1st September each year. Customers who register with ASDAN after 1st September 2013 will automatically be invoiced on each anniversary of their start date.

3.2 Training Fees

Invoices will be raised at the time of workshop booking.

Payment of the invoice is due within 30 days or at least 10 days prior to attendance at the workshop, whichever is the sooner, except in exceptional circumstances, and with the prior agreement of the finance department.

The INSET invoice will be raised within 60 days of the INSET taking place.

INSET invoices will detail the price of the INSET plus the price of any additional fees such as expenses and training packs.

3.3 Publications Fees

Invoices for goods will be sent within three days of the goods being despatched.

3.4 Certification Fees

Fees relating to certificate charges (including issue of replacement certificates) are issued at the time of certificate production.

For the Short Courses, a certificate charge equivalent to the cost of the student book will be invoiced at the time of certification where insufficient books have been purchased.

ASDAN Invoicing Policy 2018-2019

4 Qualification Fees

ASDAN charges a combined registration and certification fee for qualifications. The fee is generated at the point of candidate registration purchase.

4.1 Candidate registration

Invoices will be issued within three days of the candidate registration being purchased.

4.2 Candidate registration for previously submitted candidates

Where an existing candidate is awarded after being submitted for further units of a qualification at the same level, then an additional submission fee will apply. A full candidate registration will not be taken in this scenario.

Invoices will be issued at the time of certification.

4.3 Late candidate registration, entry/withdrawal or cancellation

Invoices will be issued at the time of the indiscretion.

4.4 Additional postal moderations

Charges for any additional postal moderations beyond the initial two included as part of the centre registration fee will be invoiced after certification of the candidates.

4.5 Appeals and enquiries about results

Where a charge is applicable the invoice will be issued within five working days of the final decision being reached and confirmed regarding the appeal.

5 Payment Terms

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

6 Information included on the invoice

Invoices show invoice date, centre name, address and account number; description, price, quantity and VAT code of each item purchased and payment details.

Invoices comply with latest HMRC statutory notices of compliance.

7 Copy invoice availability

Copies of outstanding and historical invoices are available to centres by download from the members area of the ASDAN website or can be reproduced on request to finance@asdan.org.uk.

ASDAN Invoicing Policy 2018-2019

8 Payment of Invoices

Invoices are raised in sterling, for settlement in sterling, except where agreed otherwise.

Invoices show the details of how they should be paid, including the numbers and the bank account details into which they should be paid.

In the event of a customer requiring a further breakdown of their invoice, ASDAN will provide further details where possible.

Invoices show the contact details for any queries relating to the invoice.

9 Credit Control

Customers who do not pay within the 30 days specified on the invoice receive the following notifications.

- 31-59 days Statement
- 60+ days Reminder 1
- 90+ days Reminder 2
- 120+ days Final Demand

When a customer has an invoice outstanding that is over 30 days old, the following message is displayed on the ASDAN website upon signing in to the members area:

“Your centre has an outstanding balance of £XX.XX. Your access to this members area will be placed on hold in X days.”

When a customer has an invoice outstanding that is over 45 days old, the account is put on stop and the following message is displayed on the ASDAN website upon signing in to the members area:

“Please be aware that your centre has some unpaid invoice(s). Once your account is 45 days in arrears, your access to the members area will be suspended, and will not be reinstated until the outstanding balance is settled. To settle your invoices, please contact our finance department on 0117 941 1266 to resolve this issue as soon as possible.

You can pay any of these outstanding invoices by credit card by clicking the icon next to the invoice. You will be taken to a secure payment window to provide your credit card details. We do not store any of the information that you provide.”

When a customer has an invoice outstanding that is at least 120 days old, they will also receive telephone calls on a monthly basis until payment is received, and where all other methods have failed, they will be subject to legal action. In these circumstances a court fee and any interest accrued will be added to the debt.

10 Retention of Invoices

Invoices and credits are retained by ASDAN for up to six years in line with VAT regulations, after which time they are shredded.

ASDAN Invoicing Policy 2018-2019

11 Contact details

If you have any queries about the contents of this policy, please contact ASDAN's Finance Team:
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