

## **INVOICE STANDARDS FOR SUPPLIERS**

Cafcass should only make payments to a supplier where there is an “authentic” invoice provided which complies with minimum standards and requirements.

If an “invoice” is received which does not comply with these minimum standards and lacks key information, as outlined below, you should speak to the supplier and request that a replacement invoice is provided. Payment should not be made against invoices that do not comply with minimum standards/requirements.

Manual adjustment should not be made to invoices by Cafcass staff. If errors are identified on an invoice the supplier should be asked to reissue the invoice or issue a credit note or additional invoice to correct the error.

Any invoice received by Finance Bureau, which does not meet minimum standards, will be rejected and returned to the local Cafcass office.

### **Key features any invoice should contain *on arrival at the Finance Bureau:***

- A unique invoice number
- Cafcass Supplier number
- A valid Cafcass' purchase order number
- An invoice date
- Invoice payment terms including a due payment date
- Details of VAT/company registration if relevant
- Adequate details of the work carried out dates etc (for Self Employed guardians the information on the invoice may summarise the detail in the forms attached)
- Invoices should not be on Cafcass headed paper
- Invoices should be clearly legible (preferably typed rather than handwritten)
- Invoices must not be altered using correction fluid (such as Tippex)
- Invoices should not have crossing out or manual corrections

Invoices will also be accepted electronically into the Finance inbox, please ensure that the supplier number and a valid Purchase Order number are included in the body of the email when the invoice is forwarded to the Finance inbox. Where e-invoicing is being used the supplier and PO number should not be typed on the invoice, only on the accompanying e-mail. The invoice should not be altered in any way

Please ensure that all staff processing invoices are reminded of Cafcass's minimum requirements. Cafcass should raise this issue individually with any suppliers who produce invoices which do not meet these minimum standards.

**Cafcass FINANCE DEPARTMENT – June 2010**