



## Revenue Frequently Asked Questions

### In Defence for Defence

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### Can I pay my invoice by Debit Card outside normal office hours?

Payments can be made by Debit/Credit card on telephone number of **0151 242 2399**.

This automated service will enable our customers with an invoice number to make payments securely and quickly 24 hours a day 7 days a week. More information can be found by contacting our contact point on 0151 242 2000 (Option 1) during normal business hours.

#### Terms of business:

Payment to be made within 30-days (except for NATO governments, which is within 60-days).

#### Payment methods:

Payment methods and bank details are on the reverse of DBS invoices and customer statements. Our preferred method of payment is by Bank Transfer.

#### 1. Cheques / Postal Orders

Make payable to:	<b>The Accounting Officer, Ministry of Defence'</b>
Send to:	<b>DBS Finance Revenue Cashier, 2nd Floor, Walker House, Exchange Flags, Liverpool L2 3YL</b>

## 2. BACS/CHAPS Payments

Make payable to:	<b>The Accounting Officer, Ministry of Defence'</b>
Sort Code	<b>08-33-00</b>
Account No.:	<b>12495791</b>
Account	<b>GBS Re DBS Finance Receipts</b>
Bank address:	<b>CITIBANK Citigroup Centre Canada Square Canary Wharf London E14 5LB</b>
Payment ref:	The bank should be requested to annotate the Credit Transfer Slip with the full Overpayment Reference Number or the Credit Memo Reference.

### 3. Credit/debit card payments:

There will not be any charge to payments made by Debit Card. For Credit Card payments under £500 there will also be no charge, however all payments over £500 will incur a 2% handling fee.

To pay using this method please contact tel: **0151-242-2399** and quote either the Overpayment Reference Number or the Credit Memo Reference Number (as applicable)

#### Can I pay an invoice by instalments?

Yes, depending on the circumstances. All requests for instalment payments are subject to consideration and written agreement by DBS Finance

Instalment payments are not available for Pension Sharing charges, as these charges are subject to Court Orders. It is important if you have any problems that you write to DBS Finance, who will liaise with our Civil Service Pension (MyCSP) colleagues.

If you are a private individual in MoD accommodation and the invoice relates to annual water charges, you will automatically be offered the facility to pay by instalments

#### My customer statement shows an invoice I have paid.

Sometimes payments can cross in the post with the statement. Please check the date of your payment against the date of the statement.

#### My customer statement shows a DBS invoice is outstanding, but I have not received the invoice.

Please contact DBS Finance and we will arrange for a copy of the invoice to be sent or emailed to you.

#### Can I receive my customer statement monthly by email?

Yes, please see below for details: :

- **Private individuals**

Statements by post are now sent quarterly. To set up a monthly emailed statement, please email your request to [dfm-fmssc-ir-ra1-1pishared@mod.uk](mailto:dfm-fmssc-ir-ra1-1pishared@mod.uk) quoting your customer number, customer name (as quoted on your statement) and confirm the email address to be used.

- **All other customer types**

To receive your monthly statement by email, please email your request to [dfm-fmssc-ir-ra1-2fgnshared@mod.uk](mailto:dfm-fmssc-ir-ra1-2fgnshared@mod.uk) quoting your customer number, customer name (as quoted on your statement) and confirm the email address to be used

**I have received an invoice from DBS Finance that does not appear to belong to me or my company.**

All queries regarding invoice disputes must be in writing, quoting the correct invoice number and customer code. Please contact DBS Finance, giving full details of your dispute, at the address shown on the front of the invoice. We will contact you as soon as possible with our response.

If a disputed invoice is recorded as being under query, this will be shown on your monthly customer statement.

**What is the MoD's VAT number?**

It is GB888805068

**Finance and Procurement**

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- **[DBS Finance](#)**
- [MOD Commercial](#)
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**Related pages**

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- [DBS Finance Invoice Processing](#)
- [Contact DBS Finance](#)

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