

1. Ensure your company name is clearly stated on the Invoice. This will allow your Invoice to be paid correctly.
2. Ensure your company address (including postcode) is shown on the Invoice. Missing details may result in delayed payment or returned Invoices. Your postcode is essential as this allows us to pay the correct site within our accounting system. Failure to provide your postcode could result in incorrect payments. Please ensure all relevant telephone, fax numbers and email addresses are also provided as this will allow us to contact you quickly if there is any reason why your invoice cannot be processed.
3. Highlight which address, department and contact name you are billing. If any of this information is missing from the invoice/ credit it will be returned as North Ayrshire Council will be unable to process it.
4. Clearly identify if the item is an invoice or credit note. If this is not stated, your invoice / credit may be returned.
5. Ensure that your **unique** invoice / credit have an identifiable invoice / credit number stated. Invoices received without an invoice number will be returned. Our system is able to process invoice numbers up to 22 alphanumeric characters.
6. Ensure the tax point / invoice date is clearly shown. This allows us to action your Invoice within the correct payment terms.
7. Include any important comments on your invoice, which will speed up the processing time. For example credit notes require the related invoice number to be quoted to allow them to be matched to the original invoice.
8. Quote all PO numbers provided. Not providing the correct PO number will delay the payment of your Invoice and your invoice/credit may be returned.

Please note that quoting an incorrect or expired PO will cause your invoice to be returned. If an organisation is ordering against a call off order please ensure you request a new PO if the previous order has expired.

If there is no PO number provided please quote the name of the person requesting the goods in the PO Box. This should be in the format of XX first initial and last name, for example XXJBLOGGS. Providing this information will allow it to be processed more swiftly.

9. Advising the contact name of who ordered the goods will allow the invoice to be processed more swiftly.
10. Delivery note numbers are very useful. When quoted they can help the organisations action their invoices quickly.
11. Ensure a clear breakdown of invoice value is provided. Invoices that are calculated incorrectly will be returned. Advise of any handling or freight charges. Ensure a clear VAT breakdown is provided to avoid delays.

In addition please ensure your invoice / credit note:

- Is legible. Invoices will be scanned onto our system so need to be clear.
- Contains the relevant supporting information, such as timesheets.
- Is not printed on dark paper or in purple ink for scanning purposes.
- Is not handwritten. An example invoice template can be seen above.
- Is not stapled as this may create problems when it is scanned.