



CCEA Invoicing Policy

Revision History

Version number	Revision date	Previous revision date	Summary of changes
V1			New policy

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1. Purpose

- 1.1. This policy sets out our approach to invoicing and associated matters for all customers of CCEA.
- 1.2. Exceptions may be approved separately to this document and will be confirmed in writing with the centre.

2. Public Sector Philosophy and Accountability

- 2.1. CCEA is fully accountable to its sponsor body, the Department of Education.
- 2.2. The funds that CCEA uses to run its activities are public funds. CCEA is only authorised to make use of these funds according to a pre-approved costed operational plan.
- 2.3. CCEA is allocated a budget by the Department of Education on an annual basis and must ensure that it has sufficient controls and procedures in place to meet this target.
- 2.4. CCEA has no authority to overspend on its budget.
- 2.5. Any excess income earned through activities such as examinations sales must be surrendered to the Department.
- 2.6. CCEA must comply with various Government policies and guidelines on spending. Many of the rules around staff expenses relate to requirements as laid down by HM Revenue and Customs.

3. Fee and Charges

- 3.1. CCEA Fees and Charges are published annually and are available in the Qualifications Administration Handbook, on the CCEA website (<http://www.ccea.org.uk/examhandbook/index.htm>).

4. Scope of Policy

- 4.1. The policy covers any goods or services which are invoiced by CCEA, which includes (but is not restricted to):
 - 4.1.1 Exam Entry
 - 4.1.2 Amendment (Late/Very late/Withdrawal) Fees
 - 4.1.3. Enquiry about results
 - 4.1.4 Access to Scripts

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5. Issue of Invoices

5.1. CCEA plan to send invoices to the Bursar identified by the centre as follows:

5.1.1	Exam Entry	One month after the issue of results
5.1.2	Amendment Fees	Two months after the issue of results
5.1.3	Enquiry about results	One month after enquiry is complete
5.1.4	Access to scripts	One month after access is requested
5.1.5	Miscellaneous invoices	As and when required

6. Content of Invoices

6.1. All invoices and credit notes will include:

- 6.1.1 Customer/Centre number
- 6.1.2 Name and address of customer/centre
- 6.1.3 Invoice date
- 6.1.4 Invoice number
- 6.1.5 Description of chargeable item
- 6.1.6 Total invoice charge
- 6.1.7 Payment terms
- 6.1.8 Contact details

6.2. Examination invoices will also include:

- 6.2.1 Invoice type
- 6.2.2 Examination series
- 6.2.3 Number of candidates per qualification
- 6.2.4 Fee per qualification
- 6.2.5 Total charge by qualification

6.3. Detailed backing material will be included with the invoice with the following information:

- 6.3.1 Centre number
- 6.3.2 Exam season
- 6.3.3 Qualification
- 6.3.4 Syllabus code
- 6.3.5 Candidate number
- 6.3.6 Candidate name
- 6.3.7 Charge per syllabus
- 6.3.8 Number of candidates
- 6.3.9 Total charge
- 6.3.10 Amendment code and name*
- 6.3.11 Level code*
- 6.3.12 Transaction date*
- 6.3.13 EDI file name*

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* These details are only found on the backing material for amendment fees.

- 6.4. This information is provided to enable the centre to reconcile back to their records and to minimize queries to the Accounts Receivable team.
- 6.4. Invoices and credit notes for other goods or services will include any other details.
- 6.5. All invoices and credit notes are issued in GBP.

7. Retention

- 7.1. We retain a record of all invoices on our Financial system, for a period of 7 years.

8. Payment Terms

- 8.1. Payment of all fees and charges is due within 30 days of the date of the invoice.
- 8.2. Statements will be issued on a monthly basis detailing outstanding invoices, current ageing and total outstanding (as at month end).
- 8.3. Our preferred method of payment is BACS transfer. Alternatively, please make cheques payable to CCEA. Please see the invoice for bank account details, and postal address.
- 8.4. Please email remittance advices to finance@ccea.org.uk, remembering to quote the invoice number(s) of those invoice(s) being paid.

9. Queries/Disputes

- 9.1. Please direct any queries or requests for copy invoices to the Accounts Receivable team (028 90 261292), or email finance@ccea.org.uk
- 9.2. If there is a dispute on an invoice, all items not disputed and any other invoices must be paid according to our usual terms.