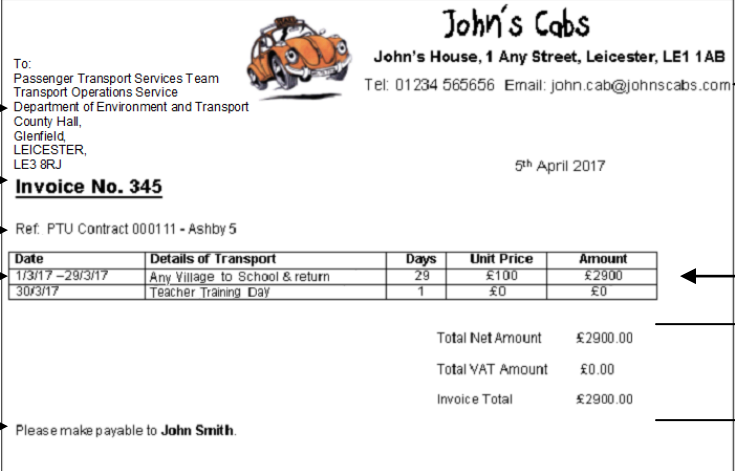


## Quick guide for taxi operators - Preparing and sending Invoices

Transport Operations (TO) continue to receive a number of invoices that are inaccurate, incomplete or otherwise difficult to process. To help us pay you as quickly as possible, invoices need to clearly display a number of key pieces of information, as explained below.



**John's Cabs**  
John's House, 1 Any Street, Leicester, LE1 1AB  
Tel: 01234 565656 Email: john.cab@johnscabs.com

To: Passenger Transport Services Team  
Transport Operations Service  
Department of Environment and Transport  
County Hall,  
Glenfield,  
LEICESTER,  
LE3 8RJ

5<sup>th</sup> April 2017

1 → Invoice No. 345

2 → Ref. PTU Contract 000111 - Ashby 5

3 →

Date	Details of Transport	Days	Unit Price	Amount
11/3/17 - 29/3/17	Any Village to School & return	29	£100	£2900
30/3/17	Teacher Training Day	1	£0	£0

4 →

6 →

Total Net Amount £2900.00

Total VAT Amount £0.00

Invoice Total £2900.00

7 →

8 → Please make payable to **John Smith**.

Operators must ensure that;

1) Invoices are addressed correctly, as follows;

Passenger Transport Services Team  
Transport Operations Service  
Department of Environment and Transport  
County Hall  
Glenfield,  
LEICESTER  
LE3 8RJ

- 2) The invoice number is clearly identified
- 3) The appropriate contract number is clearly displayed
- 4) The relevant dates, days of operation and brief description are noted
- 5) Your contact details are provided
- 6) The correct prices are quoted and arithmetic is correct
- 7) Journey costs, VAT elements and overall totals are displayed clearly and calculated correctly. If only part of the invoice total is subject to VAT, and the whole invoice is more than £250, the element incurring VAT must be shown separately.
- 8) Payee details are provided. If you are registered for VAT, the payee name must correspond to the name in which the VAT registration is held.

### Some other important points to remember

- Your invoice should be printed, but **clear** handwritten invoices can currently still be accepted.
- Please declare any journeys that are varied or not operated on the invoice.

- Do not include any unnecessary or irrelevant information on the invoice.
- Multiple contracts may be shown on one invoice, but please note that a query on one contract will delay the whole invoice.
- Please send invoices in good time – late invoices won't be paid (12+ months).
- Invoices should not be sent in when some of the journeys shown are still to be operated. Processing of an invoice cannot begin until after the time of the last journey shown on the invoice.
- In accordance with contract conditions, invoices should not be submitted more frequently than once every calendar month.
- Payments will be made by BACS.
- Audits are increasing across all services (e.g. with schools and parents)
- If you are told by the school or establishment, the service user, or the service user's carer of a change in circumstances that will have any effect on the operation of the contract, you must inform Transport Operations, either by email [TO@leics.gov.uk](mailto:TO@leics.gov.uk) or by phone on 0116 305 0001.
- All invoices will be processed on a strict 30 day payment schedule as per the Contracts Conditions.
- NB Failure to follow the advice given above may lead to your invoice being returned for correction and/or delay in your payment.

Transport Operations – April 2017