


Quick guide for taxi operators - Preparing and sending Invoices

The Passenger Transport Services team continues 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
Highways and Transport Services
Environment and Transport Dept (Room 700)
Leicestershire County Council
County Hall, Glenfield,
LEICESTER, LE3 8RJ

1st June 2021

Invoice No. 345

Ref: SEN Contract 000111 - Ashby 5 - Service User Initials A.B

Date	Details of Transport	Days	Unit Price	Amount
1/6/21 - 29/6/21	1 High Street to Good School & return	22	£100	£2200
30/6/21	One way 1 High Street to School	1	£50	£50

Total Net Amount £2250.00
Total VAT Amount £0.00
Invoice Total £2250.00

Please make BACS payable to **John's Cabs**.

Operators must ensure that;

1) Invoices are addressed correctly to Leicestershire County Council, as follows;

Passenger Transport Services Team
Highways and Transport Services
Environment and Transport Dept. (Room 700)
Leicestershire County Council
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.
- 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.
- The invoice must clearly and correctly state the name of your company

- Scanned / email invoices will not be accepted except in exceptional occasional circumstances and only with prior approval of Transport Operations.
- Please declare any journeys that are varied or not operated on the invoice.
- Do not include any unnecessary or irrelevant information on the invoice.
- You should send one invoice for each individual contract per month. In accordance with contract conditions, invoices should not be submitted more frequently than once every calendar month.
- 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 date/time of the last journey shown on the invoice.
- Payments will be made by BACS.
- Audits are increasing across all services (e.g. with schools and parents)
- You must not take instructions from schools or parents/carers to vary the operation of the contract without the prior approval of Transport Operations. 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 and obtain instruction from Transport Operations as soon as possible, either by phone on 0116 305 0002 or by email as follows:
 - For SEN Contracts - sentransport@leics.gov.uk
 - For Social Care Contracts - socialcaretransport@leics.gov.uk
 - For Mainstream Contracts - mainstreamtransport@leics.gov.uk
- All invoices will be processed on a strict 30-day payment schedule as per the Contracts Conditions, unless you have applied and been approved onto the 14 day payment schedule.
- Invoices should only be sent to the address shown on this guidance, they should not be sent anywhere else. **Do NOT** send your invoices to leicsinvoices@emss.org.uk unless instructed to do so by Transport Operations.
- NB Failure to follow all of the advice given above may lead to your invoice being returned for correction and/or delay in your payment.