

What is an invoice?



An invoice is a bill to pay



Look at the numbers on page 3 below to find out what each section means



1 is who sent the invoice to you



2 is where the invoice was sent to



3 shows the date, bill number and who you can call if you have any questions



4 tells you ways you can pay



5 tells you what you are paying for



6 is the cost. The **GRAND TOTAL** is the amount you need to pay



7 shows you other ways you can ask for this letter such as in another language or in braille



8 shows numbers you may be asked for when you pay. It will also remind you of the amount you need to pay

INVOICE

Staffordshire County Council
PO Box 10
County Buildings
Stafford
Staffordshire
ST16 2NF

VAT Reg No. GB
280 0619 77



www.staffordshire.gov.uk

1

John Smith
1 Stafford Street

AA11 1AA

2

Invoice Date & Tax Point: 08/01/2021
Client Number 123456
Invoice Number: 3000125091
Customer Number: 1234567
Service Rendered Date: 08/01/2021
Enquiries to: Financial Services
01785 277520

3

Methods of Payment
Please make payment within 28 days of the invoice date to avoid the need for further recovery action.
Phone: Please phone our 24/7 automated telephone payment system - 0845 045 0929.
Online: Logon to our website - www.staffordshire.gov.uk/payonline
BACS Payment: Sort Code - 309383 Account Number - 44093360 Account Name - SCC County Fund
Please quote your **customer number** as the reference on your payment.
Cheques/Postal Orders: Payable to 'Staffordshire County Council' and crossed 'A/C Payee'.
Send to 'Staffordshire County Council, PO Box 10, Stafford, ST16 2NF' enclosing the remittance advice below.
Please write your **customer number** or invoice number on the back of your cheque.

You or one of your family members may want to check if you are entitled to any benefits. It is a simple and anonymous, and you can access it through Staffordshire County Council's website at www.staffordshire.entitledto.co.uk/home/start. The checker is free to use, and it should only take 10 minutes to complete. You'll just need to have some information to hand, for example savings, income, pensions and existing benefits (for yourself and partner).

4

Description of Goods or Services Supplied	VAT Code	Amount (£)
Non Residential Care Charges (including Respite) for XXXXXXXXXX for 16/08/2020 to 12/09		
Charges for the period 16/08/2020 to 22/08/2020	AO	113.40
Charges for the period 23/08/2020 to 29/08/2020	AO	113.40
Charges for the period 30/08/2020 to 05/09/2020	AO	113.40
Charges for the period 06/09/2020 to 12/09/2020	AO	113.40

5

Sub Total	453.60
VAT	0.00
Grand Total	453.60

6

7 VAT Tax Codes: AO = no VAT charged; AT = 20%; AZ = Zero Rates; AL = 5%; AE = Exempt
If you need a copy of this information in large print, braille, other language or on audio cassette please ask us.

REMITTANCE ADVICE

John Smith
1 Stafford Street

AA11 1AA

Customer Number: 1234567
Amount Due: 453.60
Invoice Number: 3000125091
Client Number 123456

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Guidance

Section 1

- The council's address – where you should contact if you have any questions.

Section 2

- Address – this will be either your address, or the address you've asked us to send the invoice to.

Section 3

- Invoice date and tax point - the date of your invoice
- Client number - your personal finance number you should use if you have any queries about this invoice and need to contact the finance department.
- Invoice number - your invoice reference number. You should keep a note of this for your records.
- Customer number – this is your personal identifying number within the council for the use of the Health and Care department.
- Service rendered date – the date your service started.
- Enquiries to – the contact for queries relating to the invoice.

Section 4

- Methods of payment – the different set ways you can pay for your invoice. These can be direct debit, paying online/telephone and cheque by post. Your method is shown. Direct debit is our preferred option.

Section 5

- Description of goods or services supplied – details of the service you have had.

Section 6

- Grand total – The total you will need to pay.

Section 7

- The VAT codes – the VAT codes explained.
- Please contact us for large print, braille, other languages or audio cassette. Our contact information is at the top of your invoice in section 3.

Section 8

- Remittance advice – please tear off this section if you are making a payment to the council by post and cheque.
- Address – either your address, or the address your invoice was sent to.
- Customer number – this is your personal identifying number within the council for the use of the Health and Care department.
- Amount due – the total amount to pay to Staffordshire County Council
- Invoice number - your invoice reference number. You should keep a note of this for your records.
- Client number – your personal finance number. You should use if you have any queries about this invoice and need to contact the finance department.