Invoice and Billing Reference

Category: Finance
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Invoice format, payment terms, tax codes, and dispute path.

Invoice Format

Each invoice includes reference number, issue date, due date, line items, VAT treatment, and payment instructions.

Payment Terms

Standard term is 14 days unless agreed otherwise in the signed proposal or contract schedule.

Tax Codes

Use the agreed tax code per line item and record exemptions with supporting notes where applicable.

Delivery

Invoices are issued to portal and email recipients at the same time for clear audit tracking.

Disputes

Raise billing disputes in writing within 5 working days with invoice number and line-level comments.

Contact

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