Invoice Example:

This area may show different contact details depending on the type of invoice. Some invoices pull contact information automatically (like the one here), and some are raised manually, and specific contact details may show. If it specifies a person, then queries can be sent directly to that number.

This section shows the type of care, the time period and number of days covered by this invoice, as well as the rate per week charged across this time period.

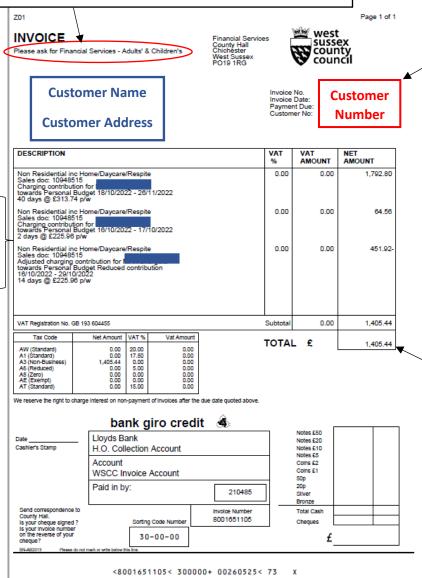
There may be various entries in the section if there have been changes in financial circumstances/care provision during the charging period.

Mosaic case notes will have details as to why the charge has changed.

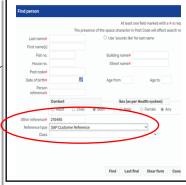
Please follow the current process for triaging queries.

Use the following contact numbers for Service Finance queries:

- Res/Non-Res: 0330 222 8585
- Direct Payments: 0330 222 8884
- Deferred Payments:0330 222 8088



Search in Mosaic using the "Customer Number" & verify customer name and address.



The total amount to be paid by the customer for this period of care.

INFORMATION REGARDING THIS CHARGE

Thould you have any queries regarding the service and/or charges detailed, please call the WSCC switchboard on 01243 777 100 and ask for the Service Team shown overleaf

CORRESPONDENCE

Please address your correspondence to the relevant Service Team (shown overleaf) and write to:

West Sussex County Council County Hall Chichester

Alternatively, please e-mail income.team@westsussex.gov.uk and clearly state the Service Team the correspondence relates to

METHODS OF PAYMENT

Principal Finance Officer (Income and Banking)

Financial Reporting Team:

ON-LINE VIA WSCC PAYMENT FACILITY

The quickest and easiest way to pay is by using the WSCC on-line payment facility:

Payment can be made by debit card - all you need is your customer number and invoice number (shown overleaf)

Highlight this method of payment as the default method.

TELEPHONE PAYMENT

You can make a debit card payment by calling 01243 777 505 (lines open 9am - 5pm Monday to Friday) - please have your card details, customer number and invoice number ready

BACS/BANK TRANSFER

The following bank details should be used when making a bacs payment/ bank transfer (please note, these details are different to the details on the front of the involce):

ACCOUNT NAME: West Sussex County Council County Fund

Lloyds Bank PLC 30-00-02 BANK: SORT CODE: 00196601

ACCOUNT NUMBER: REFERENCE FOR PAYMENTS: Customer Number, Invoice Number and Name

If sending a remittance advice, please e-mail to income.team@westsussex.gov.uk or post to the address shown above for the attention of the income Team

Complete the tear off remittance at the bottom of the invoice and take to your bank together with your payment (if making payment by cheque, please make the cheque payable to West Sussex County Council)

BY POST

Please send your cheque together with the tear off slip at the bottom of the invoice to:

West Sussex County Council Department IB County Hall Chichester Chichester West Sussex, PO19 1RG

DIRECT DEBIT

if you would like to enquire about paying future invoices by direct debit, please contact DirectDebits@westsussex.gov.uk quoting your customer number

Financial Reporting Team:

Principal Finance Officer (Income and Banking)