

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

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**INVOICE**  
Please ask for Financial Services - Adults' & Children's

Financial Services  
County Hall  
Chichester  
West Sussex  
PO19 1RS

**west sussex county council**

Invoice No:  
Invoice Date:  
Payment Due:  
Customer No:

**Customer Name**  
**Customer Address**

**Customer Number**

DESCRIPTION	VAT %	VAT AMOUNT	NET AMOUNT
Non Residential inc Home/Daycare/Respite Sales doc: 10948515 Charging contribution for towards Personal Budget 18/10/2022 - 26/11/2022 40 days @ £313.74 p/w	0.00	0.00	1,782.80
Non Residential inc Home/Daycare/Respite Sales doc: 10948515 Charging contribution for towards Personal Budget 16/10/2022 - 17/10/2022 2 days @ £225.96 p/w	0.00	0.00	64.56
Non Residential inc Home/Daycare/Respite Sales doc: 10948515 Adjusted charging contribution for towards Personal Budget Reduced contribution 18/10/2022 - 29/10/2022 14 days @ £225.96 p/w	0.00	0.00	451.92
VAT Registration No. GB 193 604455		Subtotal	0.00
			1,405.44

Tax Code	Net Amount	VAT %	Vat Amount
AW (Standard)	0.00	20.00	0.00
A1 (Standard)	0.00	17.50	0.00
A3 (Non-Business)	1,405.44	0.00	0.00
A6 (Reduced)	0.00	5.00	0.00
A6 (Zero)	0.00	0.00	0.00
AE (Exempt)	0.00	0.00	0.00
AT (Standard)	0.00	15.00	0.00

**TOTAL £ 1,405.44**

We reserve the right to charge interest on non-payment of invoices after the due date quoted above.

**bank giro credit**

Date \_\_\_\_\_  
Cashier's Stamp \_\_\_\_\_

Lloyds Bank  
H.O. Collection Account  
Account  
WSCC Invoice Account  
Paid in by: \_\_\_\_\_ 210485

Notes £50  
Notes £20  
Notes £10  
Notes £5  
Coins £2  
Coins £1  
50p  
20p  
Silver  
Bronze

Send correspondence to County Hall.  
Is your cheque signed?  
Is your invoice number on the reverse of your cheque?

Sorting Code Number: 30-00-00  
Invoice Number: 8001651105

Total Cash \_\_\_\_\_  
Cheques \_\_\_\_\_  
£ \_\_\_\_\_

BN-AB2013 Please do not mark or write below this line

<8001651105< 300000+ 00260525< 73 X

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

Find person

At least one field marked with a # is req  
The presence of the space character in Post Code will affect search re

Use 'sounds like' for last name

Last name# \_\_\_\_\_  
First name(s) \_\_\_\_\_  
Flat no: \_\_\_\_\_ Building name# \_\_\_\_\_  
House no: \_\_\_\_\_ Street name# \_\_\_\_\_  
Post code# \_\_\_\_\_  
Date of birth# \_\_\_\_\_ Age from \_\_\_\_\_ Age to \_\_\_\_\_  
Person reference# \_\_\_\_\_  
Context# \_\_\_\_\_ Sex (as per Health system)  
 Male  Female  Any

Other reference# 210485  
Reference type SAP Customer Reference  
Class \_\_\_\_\_

Find Last find Clear form Cancel

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

**INFORMATION REGARDING THIS CHARGE**

Should 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  
PO19 1RG

Alternatively, please e-mail [Income.team@westsussex.gov.uk](mailto:Income.team@westsussex.gov.uk) and clearly state the Service Team the correspondence relates to

**METHODS OF PAYMENT**

**ON-LINE VIA WSCC PAYMENT FACILITY**

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

[www.westsussex.gov.uk/payments](http://www.westsussex.gov.uk/payments)

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 invoice):

ACCOUNT NAME:	West Sussex County Council County Fund
BANK:	Lloyds Bank PLC
SORT CODE:	30-00-02
ACCOUNT NUMBER:	00196601
REFERENCE FOR PAYMENTS:	Customer Number, Invoice Number and Name

If sending a remittance advice, please e-mail to [Income.team@westsussex.gov.uk](mailto:Income.team@westsussex.gov.uk) or post to the address shown above for the attention of the Income Team

**AT THE BANK**

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  
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](mailto:DirectDebits@westsussex.gov.uk) quoting your customer number

Financial Reporting Team:  
Principal Finance Officer  
(Income and Banking)

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Principal Finance Officer  
(Income and Banking)