

## things to remember when invoicing



1. **Don't forget the detail** – your address is just as important as their address
2. **Label it!** Explain what you're invoicing for. If it's an event, include the date; if it's a product then say what it is...
3. **There is nothing wrong with itemising.** It's best to show a breakdown of each items or service you're charging for; especially if you have included different types of costs. It's better to be clear than have your customer come back with questions (that'll only delay payment).
4. **Your payment details are important** – your customers won't be able to guess your bank account number.
5. If you're VAT registered, **include your VAT number!** You can't charge VAT without it evidenced. The same goes for charity and registered company numbers – if you have them, use them. As an individual your UTR (Unique Tax Reference) is helpful, but not essential.
6. **Clarity is key.** You don't know who is processing your invoice and how many pieces of paper have crossed their desk that day. Sending an invoice that is five lines of horizontally and vertically centred text isn't going to be a quick read.
7. **Date your invoice.** It's a good reference for yourself and your customer if either of you need to follow up – you're unlikely to invoice the same person twice in one day.
8. **Add payment terms!** Lots of organisations will pay you at standard 30 day terms if you don't specify – you're well within your rights to put 14 days on your invoice.
9. With that in mind, **invoice with ample time!** If you know you need to buy equipment, or more importantly pay yourself, keep in mind those 30 days and send the invoice in advance. And if your customer asks you for an invoice, don't wait until 2 days before you need the funds!
10. If you haven't left enough time, **be polite when chasing payments** – finance teams are often very busy. Don't be angry if you don't receive your money in 24 hours – business banking conditions often require three days' clearance between payments leaving a company bank account and arriving in someone else's.