

## Invoicing advice

Capita is committed to paying you promptly for the services you have delivered, in line with the terms set out in applicable contractual agreements and following the receipt of a full and correct invoice.

To allow us to pay you promptly, it is important that you follow precisely the invoicing instructions and templates contained in the Welcome Pack you will receive the first time we contract with you to deliver a solution.

If you do not do so your invoice will be rejected and this will delay payment to you.

*Note: you do not receive a Welcome Pack simply by registering on our portal.*

**You must email your invoices to the appropriate address, as shown below:**

- **For work performed for Civil Service Learning (CSL) use:**  
***cslsupplier@capita.co.uk***
- **For work performed for the Wider Public Sector (WPS) use:**  
***Supplier.Invoices@Capita.co.uk***

Please use the same email addresses to raise any invoicing queries with us.

*Note: Capita cannot accept invoices that are submitted before services have been delivered.*