

IFE Recognition Invoicing Policy

Introduction

This policy applies where the IFE issues invoices to organisations that purchase Recognition-related products or services from the IFE.

In most instances, fees are paid at the point of purchase by individual candidates. However, where organisations (such as Fire and Rescue Services) make purchases via an ordering arrangement, the IFE will invoice the organisation.

Fees

Full details of the IFE Recognition-related fees can be found on the IFE website, www.ife.org.uk/training-development or are available on request from the Recognition team.

The IFE has set Recognition fees and can invoice for:

- ◆ Recognition applications.
- ◆ Annual renewal fees.
- ◆ Triennial review fees.
- ◆ Costs/expenses fees incurred in relation to review visits.
- ◆ Replacement certificates.

Information regarding fees and associated deadlines for receipt of fees is available on the IFE's website.

Invoices

Following receipt of Recognition applications and payments, receipted invoices will be sent from the IFE's finance team and will go to a named contact within the organisation being invoiced.

Invoices raised by the IFE will contain the following information as appropriate:

- ◆ The organisation's named contact details;
- ◆ A description of the products/services purchased;
- ◆ Organisation/individual address details;
- ◆ The Recognition application title;
- ◆ Fee information.

Invoice Payment

Applications for Recognition require payment at the time of submission and work will commence once the payment is confirmed.

Expenses associated with Reviewer visits require the full approval of the applicant prior to any arrangements being made. Invoices for expenses will be raised by the IFE's Finance Team and require full settlement prior to any reviewer visit arrangements being made.

Invoices can be paid by BACS, credit card or cheque in Pounds Sterling. Details of how to make payments are included on all invoices and statements. Any bank charges incurred are the responsibility of the customer including any charges for non-cleared cheques, conversion charges and any remitting charges for international monetary transfers.

The IFE will contact the applicant if invoices remain unpaid, requesting payment to be made immediately. Where no response or payment is received, the IFE reserves the right to invoke credit control procedures which may include suspension of Recognition applications, reviews or annual license until any debt is paid.

Queries and Contact Information

We aim to resolve any queries in a timely and efficient manner as per our Recognition Customer Service Policy. Our contact details can be found below:

Recognition Team
Institution of Fire Engineers
IFE House
64-66 Cygnet Court
Timothy's Bridge Road
Stratford upon Avon
CV37 9NW

Tel: 01789 261463

Email: recognitions@ife.org.uk

Website: www.ife.org.uk/training-development