



How to get paid

2023



Supplier Payment Terms

Care Unbound Limited are members of the Prompt Payment Code (Member No. 1604384).

Care Unbound Limited's normal terms of payment are 30 days from the date of invoice and will be applied unless there is a formal agreement to the contrary.

It is the policy of Care Unbound Limited to endeavour to ensure that:

- Undisputed invoices are paid in accordance with the contract and within agreed payment terms;
- Suppliers are advised without delay when invoices or part invoices are disputed;
- Suppliers are paid by BACS (Bank Automated Credit Service).

Invoicing Care Unbound

To prevent delays, suppliers must submit invoices in the name of Care Unbound Limited or our trading name of Here quoting a purchase order number if applicable and should also display:

- Your company name, address and contact information
- Bank details
- Your VAT registration number (if VAT is applicable)
- A clear description of what you are charging for
- The date the goods or service were provided (date supplied)
- The name of the person ordering the goods or service
- Invoice date
- Amounts being charged
- VAT value if applicable
- Total value

All invoices must be emailed to BICS.Invoicing@nhs.net to ensure prompt payment. Invoices sent, or emailed, to any other NHS address other than the above may incur significant delays in payment or even non-payment in certain circumstances.

Care Unbound is able to accept hard-copy invoices if you are not able to submit electronically:

Care Unbound Limited t/a Here
Accounts Payable
4th Floor, 177 Preston Road
Brighton
East Sussex
BN1 6AG

Complaints or Disputes

In the first instance, any disputes with regards to payments or orders should be raised with the individual, that ordered the goods or services. If this does not lead to a satisfactory resolution, then please email BICS.Invoicing@nhs.net including the initial correspondence and we will endeavour to forward the issue to resolution within 5 business days. (Please note, however, we are sometimes short of staff over the Christmas period so resolution may take slightly longer.)