

# Finance Welcome Guide

## UK Qualification Customers

We hope this guide will help you to understand Pearson's billing processes and explain how you can get further information and help.



## Contact us

The easiest way to get in touch is via the Pearson Support portal, which also has an extensive library of articles and resources.

- ▶ [Pearson Support Portal](#)
- ▶ [Invoice Query, Statements and Payments pages](#)

## Your Finance Account number

When you first place an order or make qualification/EPA registrations and entries, a finance account is created. You are given a finance account number which can be found on the top right corner of both your invoices and statements, shown as 'Customer Account'. You may have several accounts depending on your billing set up, but you will receive just one statement per account. Your billing set up can usually be adapted to suit your needs and align to your financial processes.

- ▶ [Contact us for further information](#)

*Please note:* Your finance account is not the same as your Centre number (NCN) which is given to you when you are approved as a Pearson qualification customer.

## Account and Billing information

Invoices for most transactions are generated weekly, except for General Qualification (GQ) entries which are invoiced at the close of the entry deadline, and EPA registrations which are invoiced monthly. **GQ UK entry deadlines** can be found [here](#) and **International deadlines** [here](#). Statements are generated on the first Tuesday of the month. Both invoices and statements are sent to your billing address as held in our records.

### Your Billing Address

Your first invoice and statement will be sent to the postal address you provided at the centre approval stage. However, you will receive them more quickly, and to the right person if we can send them electronically. Your electronic billing address should be a company finance email address, i.e. [\*\*finance@testcentre.org\*\*](mailto:finance@testcentre.org). If you believe you have an incorrect billing address, or wish to amend your records, **please log a case on the portal**, and choose 'Invoicing, Statements and Payments' in the Issue Type. **You must also update your finance contact and billing records in Edexcel Online on a regular basis.**

- ▶ [Finance Contacts – Updating Our Records form](#)

## How to access Invoices and Statements

In addition to receiving invoices electronically or by post, you can view, print, and download invoices and statements via our customer self-service portal, iPay (iReceivables). You can also pay individual or multiple invoices on iPay via credit card. If you have not used iPay before, you will need to create an online account, as explained on our iPay online account FAQs page.

### ► [iPay: Online Account FAQs](#)

Qualification related invoices do not give specific learner registration details, but you can view a breakdowns in Edexcel Online or QMA, by following the video guides. EPA invoices cannot be viewed in Edexcel Online but should contain sufficient information for you to reconcile with your records.

### ► [Login to Edexcel Online](#)

### ► [Edexcel Online video guide](#)

## Understanding your Statements and Invoices

Our statements provide a monthly summary of all open transactions on your account. If an invoice is partially paid, it will be shown on your statement as 'Original Amount' and 'Outstanding Amount'; the statement of account only shows outstanding receivables. This will include open transactions such as invoices, credits, and debits.

Historical invoices or those that are fully paid will no longer be part of the current Statement of Account (SOA).

## Making Payments

Payment for all fees is due **30 days** from the date of the invoice. You can find more information on the different methods of payment below.

### ► [Invoices: Making Payments](#)

## Remittance Advice

Each time you make a payment, unless doing so with credit card via iPay, you will need to send a remittance advice to [\*\*cashrec@pearson.com\*\*](mailto:cashrec@pearson.com). This will ensure your payments are allocated correctly to your account. You will need to advise us of how to apply any credit notes in the same way. For more information, including a sample remittance template, follow the link below.

*Please note:* If you fail to provide a remittance advice, your payments will be allocated to the oldest open invoice(s).

### ► [Invoices: Allocating Payments via Remittance Advice](#)

## Account Suspension

### ► [General Terms and Conditions for sales orders for qualifications](#)

*Please note:* Pearson reserves the right to suspend a customer's account if payment terms and conditions are not met, or invoices are not paid in full by the due date. This means you will be unable to place orders, make qualification registrations and entries or book tests.