

# Billing policy

## Document summary

This policy sets out our approach to the content, issue, payment, and retention of invoices related to our qualification and associated services.

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# Pearson Education Ltd – our mission and values

Our purpose is simple: to help people realize the life they imagine through learning. We believe that every learning opportunity is a chance for a personal breakthrough. That's why our c. 18,000 Pearson employees are committed to creating vibrant and enriching learning experiences designed for real-life impact. We are the world's lifelong learning company, serving customers in nearly 200 countries with digital content, assessments, qualifications, and data. For us, learning isn't just what we do. It's who we are. Visit us at [pearsonplc.com](https://www.pearsonplc.com).

We are regulated by the UK qualifications regulators Ofqual (England), CCEA Regulation (Northern Ireland) and Qualifications Wales (Wales). Our regulatory policies are integral to our approach and articulate how we meet regulatory requirements. These policies are designed to support centres and students and set out clearly our approach to the design, delivery, and award of Pearson qualifications and services.

# 1. Purpose

- 1.1 This policy sets out our approach to the content, issue, payment, and retention of invoices related to our qualification and associated services.

## 2. What our invoice or credit note contains

- Pearson's name, head office address (VAT registered address) and logo
- Pearson's contact details (telephone and email)
- Pearson's VAT registration number
- Invoices comply with VAT regulations
- Customer's bill to name and address
- Customer's ship to name and address
- A unique invoice number
- The date of the invoice
- The due date of the invoice (when payment is required based on the customer's agreed payment terms)
- The customer payment terms
- The customer's account number they hold with Pearson
- A sales order reference field
- The currency of the invoice
- Shipment terms
- Number of pages of the invoice document
- Pearson's bank details of where we expect the customer to pay us and what we expect the customer to quote
- Summary of the charges i.e. total net, VAT and total due
- [Pearson's terms and conditions](#)
- Line level invoicing detail of the product
- Customer purchase order number (if provided)
- Quantity invoiced
- Unit price of product
- Discount (if applicable)

- Line level VAT breakdown
  - Any important customer messages relating to that document
  - Centre number.
- 2.1 Please note learner detail will not be quoted on invoices; however, customers can access this information through their Edexcel Online account.
- 2.2 Records of invoices are kept electronically for at least six years following the invoice date.

## 3. Pearson billings

- 3.1 Invoices will be created on a weekly basis. Dependent on customer set-up, an invoice or credit note will be sent to the customer via post, email, or EDI feed.
- 3.2 For General Qualifications customers will receive their first invoice once the entry deadline has passed. Any withdrawals (credits) up to the deadline date will be removed from the invoice total so that customers have an invoice for only the candidates who still have an entry.

## 4. Account receivables

- 4.1 Customers will receive monthly statements detailing outstanding invoices, current ageing, total due and total account balance. Statements can also be distributed on an ad hoc basis when requested. Customers can access an up-to-date statement along with pdf copies of invoices by registering on the self-service [lpay platform](#). Full support and guidance for this platform can be found [here](#).
- 4.2 Pearson reserves the right to determine a credit limit for a customer, which can be reviewed at any time.
- 4.3 Pearson reserves the right to cease trading with a customer if the customer is deemed a risk to the business.
- 4.4 All remittance information should be sent through to our [cashrec@pearson.com](mailto:cashrec@pearson.com).
- 4.5 If you have any questions about this invoice, please contact the customer services team via the [Pearson Support Portal](#).

## 5. Regulatory references

- 5.1 UK regulators require all awarding organisations to establish and maintain their compliance with regulatory conditions and criteria. As part of this process, policies and guides that relate to Pearson’s status as an awarding organisation will reference any conditions and criteria that they address.
- 5.2 This policy addresses the following regulatory criteria and conditions:

Qualification regulator or relevant governing body	Regulatory rule or guidance document	Regulatory condition or criteria
Ofqual	<a href="#">General Conditions of Recognition</a>	F3.2 – F3.3
CCEA Regulation	<a href="#">General Conditions of Recognition</a>	F3.2 – F3.3
Qualifications Wales	<a href="#">Qualification Wales Standard Conditions of recognition</a>	F3.2 – F3.3

## 6. Review date

- 6.1 This policy will be reviewed in April 2026.

## 7. Version control

Version	Changes	Date
3.3	Dates updated throughout	23 <sup>rd</sup> May 2025