

Billing Process Overview

Once care has been provided, you should invoice Bright Horizons directly based on the rate agreed upon in your Service Agreement. The family receiving care DOES NOT pay the nursery directly.

Bright Horizons prides itself on providing prompt payment for the services it receives from its provider partners. In order to pay your invoices in a timely manner, it is vital that you provide us with all of the necessary information we require for processing.

Required Billing Information

Please note: parent or child personal details cannot be used on the invoice – the Care Request Number (CAS-1234567-A1B2C3) which can be found on your 'Authorisation for Care' email this must be used in all circumstances.

A Message from Back-Up Care Advantage®
Dear Forrest Nurseries Group - Treetops Nursery

Care has been authorised and scheduled with your centre through the **Bright Horizons® Back-Up Care Advantage Programme®**. The following employee is eligible to receive care for the date(s) and time(s) noted. If you have any questions, please call the provider line at 0800 247 1101 UK or 1800 303 547 IRE to speak with a customer care consultant.

Scheduled Care for Employee: Bob Billson (Bobs Company Ltd)
Preferred Method of Contact: Phone 07001236547
Home Phone: 07001236547
Business Phone: 07007654321
Mobile Phone: 07001236547
Care Request Number: CAS-1234567-A1B2C3
Location: Treetops Nursery, 36 The Oak Tree Lane, Forrethampton, Suffolk TR1 4PT

Date of Care: 23/12/2016 - 23/12/2016
Care Recipient(s):
Betty Billson Female, 3 Years 10 months, 09:00 AM - 05:00 PM - Confirmed

Multi-site providers **must** provide a separate invoice for each setting. To assist you in marrying payments to invoices we would advise you to use the specific site name in your invoice reference e.g. Invoice no. *Treetops000123*. Please see example.

Your invoice must include the following information:

- Name of setting
- Care request number
- Date(s) care was provided (each as a separate line item)
- Number of children
- Hours of care
- Contracted daily rate
- Total amount due
- Comments specific to the case important to processing invoice (if applicable)

Important Billing Policies

- Invoices should not be submitted until the day after care has been delivered
- Invoices should be submitted within 45 days of care being provided
- Invoices will be paid within 30 days from the date of receipt of your invoice
- Payments will be declined for any invoices received more than 45 days after the date of service **(as per contractual agreement)**

Please submit invoices or direct questions to Bright Horizons by email to: - provider.billinguk@brighthorizons.com

If you have any questions or do not receive payment by the expected due date, please call 01625 417651 or email buca.ukenquiries@brighthorizons.com

DO NOT re-submit the invoice unless instructed to do so. If you fail to notify Accounts Payable of this issue within 30 days after the expected due date, payment may be declined.

If the Accounts Payable Department discovers a discrepancy between your invoice and our records, you will receive your adjusted payment and a Billing Adjustment Form with a detailed explanation for the action. If you have any questions, please follow the instructions located at the end of the Billing Adjustment Form.

Cancellations

You shall be entitled to invoice us for a fee equal to one half day of care in the event a client employee cancels a reservation after 5:00 p.m. on the business day prior to the reserved day of care.

Invoice Template						
Your Nursery Name:		Forrest Nurseries Group - Treetops Nursery		Your Invoice Reference Number:		Treetops01234
Setting Address:		Treetops Nursery		Invoice Date:		1st January 2017
36 The Oak Tree Lane		Forrethampton		Billing Contact Name:		Tereasa Green
Suffolk		Post Code: TR1 4PT		Billing Contact Phone Number:		01234 567 8910
N.B. Please list each day of care separately, indicating the number of children served, and total days of care provided						
Care Request Number e.g.: (CAS-1256874-TSS9W1)	Date/s of Care	Number of Children	Hours of Care	Daily Rate	Total Amount Due	
CAS-2504196-P3W4G7	22-Dec-16	2	10	£50.00	£100.00	
CAS-1234567-A1B2C3	23-Dec-16	1	8	£50.00	£50.00	
					£0.00	
					£0.00	
					£0.00	
					£0.00	
					£0.00	
					£0.00	
					£0.00	
Comments:				Invoice Total		£150.00
Please Submit Invoice via Email to provider.billinguk@brighthorizons.com						