

Central Billing FAQ's

FAQ's

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What are the benefits of Central Billing?

Central Billing streamlines the billing process for all PfH products. As a Member, you make a single monthly direct debit payment to Central Billing for all goods and services. This reduces administration time spent processing orders and you benefit from greater management and control of supplies. Your consolidated statements appear on the Central Billing website (www.centralbilling.co.uk), previous statements will be available in your secure login on the PfH website. You will also continue to receive a paper copy of the invoice from the supplier for VAT purposes.

As an added benefit, if you query an invoice after a payment is made, PfH will refund the money and reclaim the money back from your supplier.

Why do we need to use Central Billing with PfH products?

Central Billing is an integral part of PfHs collective purchasing system. It enables PfH and their suppliers to manage payments more efficiently and monitor purchasing volumes. This enables Procurement for Housing to demand bigger and better deals with suppliers. Central Billing is only available to PfH members and it delivers management and administrative efficiencies that make the PfH service unique.

How long does it take to get started with Central Billing?

Once we have received your membership forms and direct debit mandate, we will write to you within 48 hours to say that you are set up for Central Billing.

Will Central Billing be compatible with our current systems?

Yes. Your Central Billing statements and invoices can be downloaded from the Central Billing website in PDF and .csv format which is compatible with most systems.

Will we have to change the way in which we currently process invoices?

No, this should mean very little change. You will place your order in exactly the same way and receive your delivery in exactly the same way. You will then be sent your paper invoice as normal from your suppliers and you can process these exactly as you do now. Your statement from your suppliers will be sent to Central Billing and you will receive one consolidated statement for all Central Billing suppliers.

Can I query or withhold payment of an invoice?

Yes, you can dispute or query any invoice at the time of receipt i.e. damaged goods or short delivery. The invoice will then be held back for payment until you are satisfied the query is resolved. You can also dispute or query any invoice on receipt of your statement. The value of the invoice you have a query with will reduce the value of your direct debit and again the invoice will be held back for payment until you are satisfied the query is resolved.

Our system doesn't allow us to pay by direct debit

Most accounting systems allow direct debit payments. It is normally as simple as changing the payment method.

Will I lose control if I pay by direct debit?

You are completely covered by the direct debit guarantee. However, you will find you have the same if not more control. You are able to query/dispute any invoices up to 48 hrs before the direct debit leaves your account. However, should a payment be taken and you subsequently find the invoice should have been queried, Central Billing will refund your money and reclaim the money back from your supplier.

How long have I got to query an invoice?

You can query/dispute an invoice from the day you receive it. So if you receive your invoice on the 4th of the month and it has been short delivered or you have received damaged goods, you can let us know anytime up to 48hrs before the direct debit, which will be taken around the 22/23rd of the following month. i.e. invoice received 4th June to be disputed you can tell us at any time up to the 20th July in time for the direct debit to be taken on the 22nd July.

How will I receive my statement?

As soon as we have finished processing, the statements and invoices are downloaded onto the Central Billing website (www.centralbilling.co.uk). Your designated contact/s will be emailed so they can collect the statement via the website. The statement can then either be printed or imported into your finance system via a .csv file.