FAQs: Finance

How do I invoice?

The process for invoicing is as follows:

1. You will be sent a purchase order (PO) for your work by a member of the HE team after all of the sessions on the PO have been completed.

2. You use the details from this PO to create an invoice for your work.

   Please remember to include the following on your invoice:

   - Purchase order number (beginning SGT#)
   - Your company name, address and contact information
   - Shakespeare's Globe's name and address
   - The date of the invoice
   - An invoice number (learn more here)
   - A description of what you're charging for
   - The total amount owed
   - 14-day payment term

   For security reasons, your invoice must be submitted as a PDF.

3. You send your invoice direct to purchaseledger@shakespearesglobe.com.

   If you would like the HE team to track the invoice's progress, you can copy in the team member who sent the PO. If you are unsure who this was, copy in our general inbox at higher.education@shakespearesglobe.com.

I haven't been sent a purchase order. What do I do?

There are four reasons you may not have received a purchase order.

1. You have not completed all of the work on the purchase order yet. We cannot send POs in advance of work being completed. Please note the following timelines:

   - **For one-off sessions**, we will send the PO within three working days of completion of the session.
   - **For intensive courses**, we will send the PO within three working days of the course's last day OR, for assessors, your grading/feedback return date.
   - **For semester-long courses**, we will send a new PO on completion of each month's sessions.

2. We do not have you in our finance system and therefore cannot raise a purchase order in your name. To rectify this, we need you to send us a Suppliers Form.

3. The email address you used to register in your Suppliers Form is out of date. Contact the inbox if you think this is the case. You can update your registration details here.

4. We're a small team and occasionally we miss things. If you are concerned that this has happened, please contact the HE inbox.

How long will it take for me to be paid?

The Globe's standard payment terms are 30 days from receipt of invoice. However, HE endeavours for all fees to be paid within 14 days from receipt of invoice.

The process for approving and actioning pay is as follows:

1. You submit an invoice.
2. Our colleagues in Finance process the invoice.
3. A member of HE staff approves the invoice.
4. Our colleagues in Finance process the pay run.
5. The bank approves the pay run and releases the money.

As a rule of thumb, Finance will schedule who goes into the pay run on a Wednesday of any given week. This pay run is finalised with the bank on the Friday of the same week. Money can take up to 24 hours to leave the bank.

Any invoices which are not approved by the Wednesday will be included in the following week's pay run. Please be aware that HE are not able to speed up this process. If you are concerned, please check in with the team member who sent your PO and they will do their best to update you on the status of your invoice.

14 days have passed since my invoice and I have not been paid. What do I do?

Please get in touch at higher.education@shakespearesglobe.com. We will investigate further with Finance on your behalf.

MORE ON PURCHASE ORDERS

Why is the fee on my purchase order different to the one on my original offer?

This should only happen if your sessions have been extended/shortened as a result of a course's sessions being rescheduled. If this is not the case for you, or if you are unsure, please get in touch at higher.education@shakespearesglobe.com.

MORE ON INVOICES

I don't know what an invoice number is.

An invoice number is a unique identification number you assign to each invoice you create as a freelancer. This allows you to keep track of your invoices. It can be relied upon as proof that there is nothing fraudulent in the transaction by both the organisations hiring you (such as the Globe) and HMRC if you are audited.

You can choose any number you like. Some people choose to order things chronologically, e.g. #2023-001 would be the first invoice of 2023 and so on. Others choose to get more specific (learn more here).

The key thing is to include one and to make sure it is unique from any other invoice numbers you have used with the Globe before. Finance will reject the invoice if it has no invoice number or if it features a recycled number from a previous invoice.