

## PAYMENT OF THIS INVOICE MUST BE MADE BY 28 DAYS FROM INVOICE DATE

Details of how to pay this involce are shown overleaf. Your payment must reach us by 28 days from involce date of this involce. Late payment may result in further action being taken to recover any amount still due. For payment enquiries only please call us on 01224 346952 or e-mail serviceincome@aberdeencity.gov.uk. Do not use these details if you have a dispute about the invoice or need to check details with the service provider. Their contact details are shown at the top of the invoice.

Further details of the service provided may be shown on accompanying pages to this main invoice. These should be retained for reference. Payment terms remain as stated above

## How to pay this invoice

This invoice is now due for payment. Our payment terms are as stated overleaf. If full settlement is not received within that time from the date of issue we will commence immediate recovery action. Late payment may also result in interest being charged.

If you have a dispute with the invoice you must contact the service provider (noted at the top of page1) within 7 days of receipt. Failure to do this will mean your dispute becomes invalid and we will continue to seek payment.

## You can pay by:

- Debit or Credit Card: you can pay at any of the offices shown below by Debit or Credit card. You can also pay on-line at <u>www.aberdeencity.gov.uk</u> following the link for "Pay It"\_from the main screen, then choose "Invoices". The full customer reference AND invoice number must be entered in the reference box in uppercase with no spaces. Alternatively, you can use our 24 automated telephone payment system by calling 03000 200 292. You can also pay at any of the offices shown below by debit or credit card.
- Home banking or BACS: electronic transfers may be made from your own bank account to Aberdeen City Council. Our bank details are noted below.
- Standing Order: these will only be accepted for recurring invoices (i.e. if you normally receive regular invoices). You should contact your own bank/building society to arrange this. Payment must be made to Aberdeen City Council. Our bank details are noted below.
  Please note that if paying by this method, you must ensure that your standing order is updated or renewed if the payment amounts vary. Aberdeen City Council is not responsible for any payment shortfall as a result of a standing order not being updated.

## Aberdeen City Council Bank Details:

Bank:	Clydesdale Bank plc
Branch:	Aberdeen Principal
Account Name:	Aberdeen City Council
Sort Code:	82 60 11
Bank Account:	30009059
Bank Account::	30009059

If you are paying from outside the UK, our IBAN number is GB90CLYD8260 1130 009059 and our SWIFT code is CLYDGB21350.

- Cheque payments : these should be sent to Aberdeen City Council, Service Income Team, Business Hub 16, Marischal College, Aberdeen AB10 1AB. Your cheque should be made payable to "Aberdeen City Council". Please write (or include) your customer reference number shown on the front of this invoice. Do not send cash by post. Receipts will not be issued unless requested.
- In person: you can pay at the following offices;

Mastrick Customer Access Point, Spey Road, Aberdeen AB16 6SH Woodside Customer Access Point, Woodside Fountain Centre, Marquis Road, Aberdeen AB24 2QY Kincorth Customer Access Point, Provost Watt Drive, Aberdeen AB12 5NA

There are no other facilities for paying in person.

Please always remember to quote your customer reference number when making a payment.

If you make an "on account" payment we reserve the right to apply this against the oldest open item (invoice) in your name.

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