

# WHAT TO INCLUDE ON YOUR INVOICE - EXAMPLE

**A.** Your company name and address.  
*Address discrepancies between the PO and invoice are a common cause of payment delay.*

**B.** The word 'Invoice' (or Credit Note).

**C.** Addressed to Lloyds Banking Group or subsidiary.

**D.** The LBG business contact name and email/ phone no. (*useful in case of query.*)

**E.** Description of goods and/or services supplied

*For Purchase Order invoices, include the relevant PO line item number against each line on the invoice, reflecting the quantities/unit price/Units from the PO. Add any unique reference number or information requested by your LBG business contact.*

**F.** The VAT breakdown and VAT rate  
*VAT calculation/totalling errors are common causes of payment delays.*

**G.** The VAT Registration No.  
*Missing VAT registration no. is a common reason for payment delays.*

<b>Vendor Name</b> Example Street, Example Town, EG1 4EG Tel. 01223 444567	
<b>INVOICE</b>	
Lloyds Banking Group Accounts Payable BX1 1LT	Invoice no: ABC 123 Invoice date: DD/MM/YYYY Our Ref: LTSBINV0023 Your Ref: ATM2009 PO No: 7000016396
Joe.Bloggs@lloydsbanking.com	
Description	GBP £
Line 1 – ATM Machines Partner Code RRPB	10 @£150.00      £1,500.00
Line 2 – Delivery Charge	1 @ £25.00      £25.00
Line 3 – Installation	10 @ £18.00      £180.00
In the event of queries please contact A.N. Other, ext 12345	
Net Total	£1,705.00
Vat @ 20%	£255.75
<b>Invoice Total</b>	<b>GBP £1,960.75</b>
VAT REG No: GB 123 4567 89 Vendor (An ABC Inc. company) Company Registered in England & Wales No: 12345678 Registered Office : 1 The Street, London W1A 2DD	

**H.** Invoice No.  
*A unique identifier, such as the initials of your company as part of the invoice reference, will speed processing by reducing the likelihood of your invoice needing a 'possible duplicate' check against another supplier's invoice.*

**I.** The invoice date.  
*This should not be in the future or back-dated more than 5 days.*

**J.** Purchase Order (PO) no. or Control Centre Code (prefixed "CC") clearly visible. It is important to ensure the PO you quote here has sufficient value to cover your invoice. If in doubt, refer to your business contact.  
*This is essential to avoid delays.*

If you need to send us a **copy invoice**, it must be a "True and Certified" copy:

- By having the word 'copy' actually printed in the body of the invoice
- Or by you, the supplier, having written "I certify that this is a true and certified copy of the original invoice" on it and signed it.

**K.** The value and currency.  
**Important:** Ensure there is sufficient value remaining on the PO to cover the amount being invoiced. *Currency is particularly important for Foreign Currency invoices.*

Send PDF invoices/ credit notes to: [APIInvoiceReceipt@lloydsbanking.com](mailto:APIInvoiceReceipt@lloydsbanking.com)

*You may also need to send supporting information to your LBG business contact (if this has been agreed with them) so they can approve the invoice for payment.*

*Please bear in mind that invoices are scanned before processing and key information is automatically transferred to our payment systems.*

If you are unable to meet the email requirements you can post your invoice for manual processing to: *Lloyds Banking Group, Accounts Payable, BX1 1LT*

**Email requirements:**

- Must be in a PDF or TIF format (*no ZIP files or emails within emails*)
- Purchase Order numbers or Control Centre Codes must be quoted on the actual invoice (*instructions within the body of the email aren't scanned*)
- Additional forms and documents must be included in the same PDF/TIF file as the related invoice (*otherwise they can't be scanned*)
- Only one invoice per PDF/TIF attachment, with a maximum of 8 attachments per email (*please do not password protect attachments*)

## WHAT TO INCLUDE ON YOUR INVOICE

Requirements	Further Explanation	Common issues
<b>A</b> Your company name and address	This should be prominent and ideally at the top of the page. Please advise us (by separate communication) if this changes, as we need to match the details to vendor records in our system.	Address discrepancies between the PO and invoice are a common cause of payment delay.
<b>B</b> The word <b>Invoice</b> (or <b>Credit Note</b> , as applicable)	Please note that Proforma invoices <b>should not be</b> submitted to Accounts Payable.	
<b>C</b> Our company name	e.g. Lloyds Bank, HBOS plc. You can identify this from the company logo on the purchase order.	TSB invoices should not be submitted with Lloyds/Halifax/Bank of Scotland invoices as TSB is no longer part of our business.
<b>D</b> The LBG business contact	Please provide the name of the person in LBG who placed the order in case we need to check anything with them. Their contact details (email address, phone no.) would be useful if available.	
<b>E</b> Description of goods and/ or services supplied	For Purchase Order invoices, include the relevant PO line item number against each line on the invoice, reflecting the quantities/unit price/Units from the PO. Add any unique reference number or information requested by your LBG business contact.	
<b>F</b> The VAT breakdown and VAT rate	To comply with HMRC guidelines, the invoice should show the VAT breakdown, i.e. the net value of goods and services, the rate and amount of VAT, and the gross (total) value of the invoice.	VAT calculation/totalling errors are common causes of payment delays.
<b>G</b> VAT Registration Number	The VAT Registration Number on all invoices where VAT is charged, prefixed with country code (example GB165339104) .	Missing VAT registration no. is a common reason for payment delays.
<b>H</b> A unique invoice number	A unique identifier, such as the initials of your company as part of the invoice reference, will speed processing by reducing the likelihood of your invoice needing a 'possible duplicate' check against another supplier's invoice.	Please avoid sending multiple copies or PDF and paper invoices. Duplicates delay processing of invoices already submitted.
<b>I</b> The invoice date	This should <i>not</i> be in the future or back-dated more than 5 days.	
<b>J</b> The Purchase Order (PO) no. clearly printed on the invoice	Usually 10-digits, e.g. 7000123456. Each invoice should only reference one PO no. or Control Centre Code.  If you are providing a continuing service and have more than one PO number relating to specific dates of supply, please ensure that the PO number quoted on the invoice relates to the correct time period.  If your PO has multiple lines, please state clearly what amount is payable against each line item number.	We cannot process invoices without this essential payment information so they will have to be returned to you if it is missing. You must ask the person who placed the order with you to provide the PO no. or Control Centre Code and add it to your invoice before re-submitting.  Incorrect PO no/ line item/ revision numbers are common reasons for payment delays.
	Alternatively, the <b>Control Centre Code</b> clearly printed on the invoice  In exceptional cases, where a PO was unavailable, you should have been given a Control Centre Code, prefixed by CC e.g. CC123456.  Each invoice should only reference one PO no. or Control Centre Code.	<b>Invoices that exceed the value of the PO cannot be paid. You will need to refer to your business contact so they can provide a new PO or amend the existing one.</b>
<b>K</b> The Value and Currency	Stating the currency is particularly important for foreign currency invoices.	