

SCHEDULE H: FULL MANAGEMENT MAP BILLING AND PAYMENT SCHEDULE VERSION 1

Introduction

This **Full Management MAP Billing and Payment Schedule** is a schedule to **our agreement** with **you**.

It sets how use of the TOTSCo **hub** and **Services** will be invoiced and how users can manage payments.

It does not set out **our charging** structure.

Account Management

From the account management portal, **you** may:

- View current and previous invoices
- Trigger invoice downloads
- Raise queries and receive responses through a managed process

Invoicing Enquiries

All invoicing enquiries must be made via the account management portal or via the inbound call centre. **Your** enquiry will be allocated an individual case reference number, and **you** will be able to review both current and historic cases in your account.

Invoices will continue to be payable regardless of any enquiries or disputes raised.

Invoices

We will clearly state on each invoice the following:

- Your legal name and address
- The **RCPID** of your CP client to which the invoice relates
- Any TOTSCo related information required to comply with HMRC rules
- Invoice date and reference number
- Invoice period
- User invoice account number

- Payment due date
- Itemised **charges** according to the Full Management MAP Price List
- Itemisation of VAT

Acceptable Payment Methods

- Electronic bank transfer

All payments must be made in UK pounds sterling (£ or GBP), in full after any deduction of any bank charges. TOTSCo bank account details will be made available in the account management portal.

Overdue Payments

You will receive an email notification to inform **you** that an invoice is in your account. **You** can add a specific address to send the invoices to and any account related emails in the '*manage my account area*' of our customer portal.

If full payment is not received within 5 days of the payment date, **you** will receive a follow-up email requesting the payment. Two further emails will be sent at 14-day intervals if payment is not received.

If payment is still not received, **we** will contact you via the contact number **you** provide when onboarding to arrange a payment plan.

Where there is failure to pay, **we** will take all reasonable measures to recover the funds. **We** will take all reasonable steps before considering restricting your account or restricting use of a RCPIDs that is subject to the underpayment. If **we** need to consider this, we will give you 20 business days' notice.

Escalation

There is a three-step escalation process:

1. Raise enquiry or expression of dissatisfaction by contacting the service desk
2. If **you** are not satisfied with the outcome, **we** will escalate your expression of dissatisfaction to a team leader
3. If **you** remain unsatisfied, **we** will escalate your issue to TOTSCo customer service manager

If **your** enquiry or expression of dissatisfaction is still not resolved, **you** should follow the formal dispute process.