



2018-2019 Vendor FAQ

The following information answers our vendor's most frequently asked questions. If you have any questions or concerns not answered below, please contact our Vendor Support Team: vendorsupport@inspireschools.org

Services vs Products

Q. What is the difference between a service and a product?

- A. Services are in person or live online classes or activities. For the safety of our students, all in person or live online service vendors must be pre-approved before any students may receive services.

Products are tangible items (either physical or digital) that our Enrichment Department must order for our students. We do not require pre-approval for product vendors. Families may submit orders for any online product vendor through our Enrichment Ordering System.

Enrichment Certificates & Purchase Orders

Q. What is an Enrichment Certificate?

- A. An Enrichment Certificate is a certificate provided to our families as a pre-approved, guarantee of payment from Inspire for services they have requested for our approved vendors.

Vendors must receive the certificate from the family prior to the services being provided (or at the time the services are scheduled) and must have the certificate number prior to submitting an invoice for payment.

Q. How are Enrichment Certificates issued?

- A. Families submit their order requests online to Inspire's Enrichment Ordering System. Once the order request has been reviewed, approved, and processed, the certificate is emailed to the family.

As a courtesy, vendors are copied on the email confirmations. However, the family must confirm/schedule the services with the vendor and provide a copy of the certificate before an invoice can be submitted for the services.

IMPORTANT: Please remember that services should not be rendered without an Enrichment Certificate. The Enrichment Certificate serves as the vendor's guarantee of payment and is required to invoice Inspire for the services.

Q. What if the Enrichment Certificate is issued for more or less than the cost of services?

- A. Please notify the family of the price discrepancy. The family will need to request to have the certificate revised for the correct amount.

IMPORTANT: Vendors may not invoice for more than the approved amount of the certificate.

Q. What is a Purchase Order?

- A. A Purchase Order is a guarantee of payment from Inspire for products the family has requested our school to purchase.

Vendors must receive a purchase order from Inspire prior to the products being shipped to the family. The vendor sends the products to the family and then submits an invoice for the products provided.

Q. What is the difference between an Enrichment Certificate and Purchase Order?

- A. Essentially, they are the same and function in the same capacity; a guarantee of payment. Generally, Enrichment Certificates are issued for services while Purchase Orders are issued for products. This helps us identify the difference for order processing and billing purposes.

Invoicing & Payments

Q. How do I get paid?

- A. Although Enrichment Certificates and/or Purchase Orders serve as a pre-approved guarantee of payment, **all vendors must submit an invoice to our Vendor Invoicing Department in order to receive payment for their services and/or products.**

For faster processing, please email invoices to: vendorinvoicing@inspireschools.org

Alternatively, you may fax invoices to (626) 470-9713 or mail to

Inspire Charter School
ATTN: Vendor Invoicing
1740 Huntington Drive, Suite #205
Duarte, CA 91010

Q. What does NET30 mean?

- A. All of our service vendors (per the independent contractor agreement) and most of our product vendors are set up on NET30 payment terms.

NET30 terms means a vendor can expect to receive payment on or before the 30th day from the date the invoice is received.

As a public charter school, there are additional checks and balances that our invoices must go through in order to be processed and paid with state funds. The NET30 terms allows sufficient time for our Invoicing and Accounts Payable Departments to process and pay invoices.

Q. Does Inspire have an invoice template I can use?

- A. YES! We highly recommend and encourage our vendors to use Inspire’s invoice template whenever possible. Our template has all of the required fields and prompts for the information we require for processing.

Q. What information does Inspire require on each invoice?

- A. All invoices must have the following information, clearly legible:
1. Vendor’s name, address (including city, state, and zip code), phone, and email (website information is not required but is helpful)
 2. Make Checks Payable To
NOTE: The vendor’s name, address, and make checks payable info must match the W-9 we have on file. If you have any changes to this information we ask that you submit an updated W-9 with the next submitted invoice
 3. Invoice number and invoice date — every invoice submitted must have a new, unique invoice number and dated the same as the date of submission
 4. Bill To: Inspire Charter Schools
All invoices must be billed to Inspire Charter Schools not our student’s name and/or family
 5. Student name, certificate number, description of service(s), dates of service(s), and amount
 6. Total invoice amount (if invoicing for more than one service and/or student)

Q. What if I have my own invoice template?

- A. You may use your own invoice template and/or accounting software to generate an invoice. However, please note, we still require the above information on every invoice. Without the required information the invoice may not be able to be processed and/or paid on time.

Q. Should I send a copy of the invoice to the parent or their Homeschool Teacher?

- A. No. We kindly ask that all invoices be submitted directly to our Vendor Invoicing Department only.

Q. Who do I contact if I have questions or concerns regarding a submitted invoice or payment?

- A. Please contact our Vendor Invoicing Department and/or Accounts Payable Departments. If possible, reply to the original email submission when inquiring about an invoice that has already been submitted. Otherwise, you call us at (626) 317-0112. To help expedite your inquiry, please be prepared to provide us with your name, invoice number and invoice date.

Please do not contact the family regarding payment inquiries.

Fiscal School Years

Q. What is Inspire's fiscal school year?

A. Inspire's fiscal school year begins July 1st through June 30th.

Q. How/why does the fiscal school year affect my invoices?

A. All services must be invoiced based on our fiscal school year, July 1st - June 30th

If you need to invoice for services that extended into the subsequent school year, we will require you to submit a separate invoices for those services.

For example, if need to submit an invoice for an Enrichment Certificate for 3 months: May, June, and July - we will require one invoice be submitted for May and June and a separate invoice submitted for July. Additionally, the invoice for July must be dated no earlier than July 1st.

Cancellations & Refunds

Q. What happens if a family cancels an Enrichment Certificate before the services are rendered?

A. Prior to the cancellation of an Enrichment Certificate, our Enrichment and/or Invoicing Department will contact you to determine whether the services were received and/or cancelled within your cancellation guidelines.

If the certificate has not yet been invoiced/paid, we will cancel the certificate. No invoices will be accepted for a cancelled certificate.

If the certificate has already been invoiced/paid been invoiced/paid, we will request a refund or credit memo for the cancelled services.



ABC Education, Inc.

INVOICE

1. Vendor name & address

12345 Main Street, Suite 100
San Diego, CA 92101
PHONE: (619) 999-4321 | FAX: (619) 999-8765
accounting@abceducation.com | abceducation.com

4. A NEW invoice # is required for every invoice

INVOICE NUMBER: 04012018

DATE: 4/10/2018

5. Date invoice is submitted

Make checks payable to: [REQUIRED]

2. Make Checks Payable To

FOR: ENRICHMENT SERVICES

DATES OF SERVICE: March – April 2018

3. Enrichment services & collective dates of service for invoice

6. Invoice must be billed to Inspire Charter Schools

BILL TO:

Inspire Charter Schools
1740 Huntington Drive, Suite #205
Duarte, CA 91010
Phone 626-784-7400 | Fax 626-470-9713

EMAIL INVOICE TO:

vendorinvoicing@inspireschools.org

STUDENT FIRST & LAST NAME	CERTIFICATE #	SERVICE DATE(S)	SERVICE DESCRIPTION	AMOUNT
Johnny Sample	F3D3792A_SOUTH_SVB	March 2018	Tutoring	\$150
Johnny Sample	98GHB273_SOUTH_LNP	April 2018	Tutoring	\$150
Sally Jones	225P90KL7_SOUTH_HMM	March – April 2018	Tutoring	\$300
7. Include the student's name (first & last), certificate number, specific dates of service, service description, and amount				
8. Total amount should match the itemized			TOTAL	\$600

9. Please include the contact info in the event we need to contact you with questions or concerns with the invoice

If you have any questions concerning this invoice, please contact: Jane Doe | (619) 999-4321 | jdoe@abceducation.com

IMPORTANT NOTE: Vendor information (name, address, and pay to) must match the information for the W9 on file. If there are any changes to a vendor's information - a new W9 should be submitted and a copy must be included with the next invoice submission

10. Please make sure to notify us immediately if there are any changes to your business information

THANK YOU FOR BEING A VALUED VENDOR WITH INSPIRE CHARTER SCHOOLS!