

NRoSO FINANCE FAQ

I HAVE MADE PAYMENT TO ANOTHER SUPPLIER

BASIS Registration Ltd is not accountable for payments made to incorrect bank accounts or any other entity. The responsibility is with the individual or organisation to retrieve these funds. The funds will not be transferred to BASIS, and we cannot intervene with any third-party transactions. The most effective method of retrieving these funds is to contact your bank directly and initiate a refund request.

I HAVE PAID FOR MY INVOICE TWICE

If for any reason you have paid for your invoice twice, we kindly ask you to contact your bank and initiate a refund request. We are unable to refund directly to members due to security concerns over fraudulent transactions, we apologise for any inconvenience caused.

WHY IS MY INVOICE A PRO-RATA?

Initial invoices will include a pro-rata period up to 31st August, aligning all members with annual renewals starting on **1st September**. Afterward, members will receive one annual invoice covering NRoSO membership from 1st September to 31st August. The invoices will be emailed to all members. Those who do not have an email address on record, but have provided a mobile phone number, will receive a text with a link to the invoice. All invoices will be available on the website. Please log in and make sure your personal details and employment details are up to date.

WHY HAS MY ANNUAL FEE INCREASED?

Renewals due from **September 2023** have increased from £29 plus VAT to **£32 plus VAT**. Email communications regarding the fee increases were sent out to all members and organisations with an email address on record. Members without an email address, but with a mobile phone number, received text communications. Any members who do not have an email address or valid mobile number on record will receive the same correspondence by post. **Please refer to these for further information.** Should you wish to receive communications by email or text in the future, please contact the NRoSO support team.

HOW CAN I PAY MY INVOICE?

You have the option to pay your invoice directly through the emailed invoice link using the '**Pay Now**' feature. You will receive this email from our finance system **XERO**, therefore please check your junk/spam folders thoroughly. This method enables you to make a card payment or set up a Paperless Direct Debit. It's the swiftest and most secure payment option, ensuring accurate and timely allocation of funds.

Alternatively, you can opt for a BACS payment using the bank details provided on the invoice. Be sure to include both the reference and invoice number to guarantee the correct allocation of funds.

Whilst we do accept cheques, alternative payment methods are recommended. If you prefer to pay by cheque, please make it payable to '**BASIS Registration Ltd**'. Incorrect payee information will result in cheque rejection. Please note the invoice number and reference on the back of the cheques to ensure accurate allocation. Please note that cheque payments take longer to be allocated to your account.

Due to security risks, we do not accept phone payments, please do not call the office to make a payment.

HAVE THE BANK ACCOUNTS CHANGED FOR NRoSO?

Following the transition of the NRoSO scheme to BASIS Registration Ltd, there have been changes to the bank details. The new bank details are as follows:

BASIS Registration Ltd **30-90-25** **35352668**

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YOUR BANK DETAILS FOR BASIS ARE DIFFERENT ON OUR SYSTEM

If BASIS has already been set up in your system, you might be using the following bank details:

BASIS Registration Ltd **30-90-25** **00235388**

Please ensure all NRoSO invoices are paid to;

BASIS Registration Ltd **30-90-25** **35352668**

MY MEMBERSHIP WAS INVOICED TO THE WRONG EMPLOYER

If you would like your employer to be removed from your record and all future invoices issued to you directly, please contact our dedicated **NRoSO support team**.

If you would like a new employer to be assigned to your account, your new employer will have to invite you from their employer area. Once this has been done, you can accept their invitation, and they will be liable for your invoices going forward. If your employer has not worked with BASIS before and needs an account creating, they will need to contact our **NRoSO support team**.

I HAD A DIRECT DEBIT SET UP PREVIOUSLY

Please note that any Direct Debit Mandate you previously established with the previous supplier of NRoSO **does not transfer to BASIS**. To avoid any unintended deductions, you must contact your bank and cancel the existing Direct Debit arrangement. Afterward, you can establish a new Direct Debit with BASIS by using the "**Pay Now**" function on the invoice you receive.

I HAVE RECEIVED A REMINDER EVEN THOUGH I HAVE PAID

Please take a moment to review your payment records and verify if you have made the payment to the **correct BASIS bank account** as indicated on your invoice. BASIS is no longer receiving the transfer of funds from the previous supplier, and the invoice we have issued to you will remain outstanding until settled. Please refer to the **I HAVE MADE PAYMENT TO ANOTHER SUPPLIER** section.

If you have paid into the NRoSO bank account specified on the invoice and your invoice remains outstanding, **please provide us with the payment details**. Including the payment method, account name the funds were paid from, payment date, payment amount, and reference used. Sometimes payment details require further clarification, for instance where incorrect payment references are used or for payments made on behalf of someone else. This enables us to accurately allocate your payment.

For cheque payments, please note that processing takes longer. Also, ensure that the cheque is issued to '**BASIS Registration Ltd**' to prevent rejection due to an incorrect payee.

CAN I PAY FOR 3 YEARS MEMBERSHIP?

Since taking over NRoSO we no **longer accept triennial renewals**. All members are required to settle their membership fees as per the invoices received. If you have paid for a 3-year membership, you will receive a pro-rata invoice starting from the date of renewal up to the 31st of August.

I HAVE RECEIVED AN INVOICE BUT I'M NO LONGER SPRAYING

If you no longer require a NRoSO membership, then please contact our **NRoSO support team**. We will then cancel your membership and void the invoice from your account.

NROSO SUPPORT TEAM CONTACT DETAILS

Email [nrroso@basis-reg.co.uk](mailto:nroso@basis-reg.co.uk)

Phone 01335 210849