

IPSA's Top Tip

Use the 'Notes' field of a claim to explain anything slightly unusual – this will help us to process your claim as quickly as possible, as we'll have all the relevant information and won't need to contact you for clarification.

This week's news:

Christmas opening hours

Over the Christmas period our office opening hours are as follows:

Christmas Eve – 8am-12pm

Christmas Day – Closed

Boxing Day – Closed

Monday 27 – Closed

Tuesday 28 – Closed

Wednesday 29 – Closed

Thursday 30 – Open

Friday 31 – Open

Saturday 1 – Closed

Sunday 2 – Closed

Monday 3 – Closed

Tuesday 4 – Open

Over Christmas we will have an emergency contact system in place, which is to be used for emergencies only (for example where you have a security concern). This will be checked regularly. Details of this will be sent out in this bulletin shortly.

Repayments

If you need to repay us for any reason and send in a cheque, please complete the short [IPSA Repayments Coversheet](#). This ensures that we know what the repayment is for.

Don't Forget...

Contingency Payments

If you need to claim for something not covered by the Scheme, or find that you are going to exceed a particular budget, you can apply for a contingency payment. These payments will only be considered if the claim is incurred in the performance of your Parliamentary functions, or if you can show that the budget needs to be uplifted to allow you to effectively carry out these functions. For full instructions on how to make a contingency claim, view our [Guide to making a claim for contingency payments](#).

Invoice advances

We now offer invoice advances for items of £200 or more. This means that we will make a payment to you before you have paid for the item if you send us an invoice or bill.

Within a month of IPSA paying you the advance, you must then send us the receipt or other supporting evidence to demonstrate that you spent the advance on the item for which you claimed it.

For more details, including what to do if no receipt is provided, please see our [guide to claiming an invoice advance](#).

Transaction dates

When entering the 'transaction date' on the online system, you should enter the date on which you paid for the expense. It is not the date on which you are submitting the claim. If you are claiming an advance, please use the invoice date as the transaction date. For mileage claims, the transaction date should be the date on which you travelled.

And Finally...

Photocopies

When making a claim, please send us the *original* supporting evidence such as receipts, bills and invoices. As a general rule, we cannot make payments on the basis of photocopies.

If only the photocopy is available, please say this in the notes on the claim form, and explain why the original is not available.

Contacting IPSA

Phone: IPSA Information Line: 020 7811 6400
(Opening hours 8.00am to 6.00pm, Monday to Friday)

Email: info@parliamentarystandards.org.uk

Post: IPSA, 7th floor, Portland House, Bressenden Place, London,
SW1E 5BH

Website: www.parliamentarystandards.org.uk