**OmniGOV Invoicing FAQs**

**Can I pay for the media at the end of my campaign?**

Unfortunately not. Media owners will invoice OmniGov the month after activity runs, regardless of how long the campaign is. Therefore, we will always need to invoice on a monthly basis to ensure that we have received funds to pass onto the media owner in line with their terms. If campaigns do not run as booked then the bookings should be changed on the system to reflect this and this can either be done towards the end of the campaign so the full amount received is correct, or a credit note will be issued.

**When will I be billed for my media?**

OmniGov bill at various points of the month for certain media eg. TV, fees. Anything which is display or digital will always be billed the month after as the reports from Google etc don't come until the month and will be based on actuals and so need to be reconciled on the spend to ensure correct amounts are recharged.

Billing timetable

Fees – by the 3rd of the month

TV and catch up for prior month – by the 10th

Digital – by the 16th (this will be prior month)

All other activity – by the 26th

(these dates may be subject to change as they are controlled at a Group level)

**Why is my billing late?**

It may be billed late due to the PO being sent after the activity has taken place, or late bookings if something is missed off the system/ media plan, or if a booking is changed last minute. Ad serving media companies can cause big delays in billing also as it can take several months for the actuals to be communicated to OmniGov.

If you have concerns over late media invoices please contact Danny - [DCheung-Hibbert@manninggottliebomd.com](mailto:DCheung-Hibbert@manninggottliebomd.com) or Weronika – [Wmarcinek@manninggottliebomd.com](mailto:Wmarcinek@manninggottliebomd.com)

**Can you separate the ASBOF & BASBOF payment from my campaign bill?**

No, this is not possible from OmniGOV's systems, we cannot split it out as it's calculated from a percentage of the total cost. We are aware that this has caused confusion with invoicing as the VAT amount will not include VAT on the ASBOF/BASBOF element.

VAT should also not be included on the PO value.

**Why am I being charged VAT multiple times for international spend?**

China, Russia and other markets charge a local tax, and anything that goes through the UK has to be charged with VAT, this causes double tax payments for international spend. This is a process which we are working on streamlining.

**Why am I still seeing items on a statement that I have paid?**

All payments that come into OmniGov are allocated by a central team. Sometimes remittances are not received by this team, so they will leave the cash on account until we get the relevant information. Can you please ensure that all remittances are sent to one of the following e-mail addresses:

[OMGClientRemits@omnicommediagroup.com](mailto:OMGClientRemits@omnicommediagroup.com)

[MGOMDGovernmentBuyingFinance@mgomd.com](mailto:MGOMDGovernmentBuyingFinance@mgomd.com)

**Why am I receiving so many credit notes?**

To ensure that we capture everything that may be owed in time for the Government financial year end, we may bill to plan. Once campaigns are reconciled to actuals, you may receive credit notes to match what activity took place.

We also had spend paused or cancelled due to COVID-19 so the teams have been working through campaigns to establish where credits were due.

These credits can be taken against future payments and we would encourage all departments to take these as soon as they can.

**Can OmniGov pay suppliers upfront for activity?**

We have had several cases of activity being agreed between clients and media owners directly and payment upfront being agreed. This is not in line with the agreed terms of the framework or in line with Omnicom’s payment terms. In some instances we may be able to facilitate this, but we will expect the client to be invoiced and pay for this activity immediately to enable us to pass this payment on.

**Our invoices don’t seem to reach the correct department/team?**

We are aware that clients have different teams dealing with different campaigns/activity but our invoices are sent from a central team to an e-mail address that may have been set up at the start of the contract. If you have additional names or teams that need to receive invoices, please contact one of the Op’s specialists and we can arrange for additional names to be added to any distribution lists, or look at any additional requirements you may have.

**If you have any further questions or queries you would like to discuss with OmniGov in relation to your account then please contact one of the following :**

Danny Cheung-Hibbert – [DCheung-Hibbert@manninggottliebomd.com](mailto:DCheung-Hibbert@manninggottliebomd.com) – Op’s specialist

Weronika Marcinek – [Wmarcinek@manninggottliebomd.com](mailto:Wmarcinek@manninggottliebomd.com) – Op’s specialist

Natalie Smith – [Natalie.smith@omd.com](mailto:Natalie.smith@omd.com) – Financial Controller