

# FAQ



These are the common questions we receive. If you have any other questions, just reach out to our finance team at [finance@caterspot.com](mailto:finance@caterspot.com)

## **What happens if changes are made to an order?**

For Invoicing per order, CaterSpot will send an updated order summary email to you. From there, please kindly refer back to initial confirmation email to download the invoice, updated with the latest figures.

For Consolidated invoice, CaterSpot will send you an updated version of the invoice. Please kindly ignore the previous version then, and only refer to the latest one sent to you.

Should there be any confusion due to multiple updates and thus multiple versions to the same invoice, feel free to email us to ask for the latest invoice.

## **Is it possible to split the order or the invoice into two?**

Yes, we can split the bill for an order/invoice for you. Do inform us the details via email and we will create the manual invoices for your team.

## **CaterSpot is no GST-registered, why is GST collected?**

CaterSpot is not GST-registered. However, some of the caterers that we work with are GST-registered. Thus, the GST collected is solely for the caterer whereby CaterSpot collects the GST and passes it directly to the Caterers.

## **Why is the invoice not sent right after I placed the order?**

For Invoicing per order, please kindly download the invoice from the link in the confirmation email or download it from your account's order history. The invoice has to be downloaded as CaterSpot will not be sending it separately to you.

For Consolidated invoice, please kindly note the schedule of your invoicing cycle.

- Weekly invoicing: 1st working day of the week
- Bi-Weekly invoicing: 16th of every month (next working day if it falls on a public holiday)
- Monthly invoicing: 1st working day of the month

## **The Caterer provided a second delivery order/invoice apart from CaterSpot's. What do I do?**

Some Caterers do provide a delivery order or an invoice copy, however they are just the caterer's procedures with their delivery. Please kindly ignore their invoice and only refer to the invoice provided by CaterSpot.

## **The Caterer VAT number is not present in the Consolidated invoice?**

Yes, this is because there may be several caterers and several VAT numbers are involved. Thus, we omit the VAT numbers for consolidated invoicing.