

## Your step-by-step guide to making successful contingency submissions

Please note:

- For same day processing, the cut-off time for submission requests is 14:00
- Albany Software Ltd reserves the right to refuse a submission request

### Step One: Register

Register for the Contingency Service by visiting our website or emailing the Services team.

**Web:** [www.albany.co.uk/contingency](http://www.albany.co.uk/contingency)  
**Email:** [services@albany.co.uk](mailto:services@albany.co.uk)

### Step Two: SUN Association

Associate your Service User Number (SUN) with Albany's Bureau User Number: **B30256** and ensure this association has been made before submission can be made.

**Bacs:** <https://paymentservices.bacs.co.uk>

### Step Three: Request Contingency

Contact the Services team to organise a Contingency Submission.

**Phone:** 01420 547649  
**Fax:** 01420 547643  
**Email:** [services@albany.co.uk](mailto:services@albany.co.uk)

### Step Four: Supply a Purchase Order

Arrange to pay for the service by supplying a Purchase Order or by providing payment details.

### Step Five: Supply Payment File

Provide the Services team with an electronic data file by **no later than 14:30**. Albany will then process these files and supply reports for your approval.

### Step Six: Submit Authorisation

Give Albany authorisation to submit the payment file. Confirmation of successful submission will be sent to you along with an invoice.