

Warwickshire County Council

Supplier Guidance Notes - Payment of Invoices



Introduction:

The Council is committed to prompt payment of valid invoices in accordance with contractual agreements. In order to ensure that we are able to process payments as quickly as possible suppliers should comply with the following guidance on the submission of invoices.

Where to send invoices:

By email (as a PDF):

wcce-invoicing@warwickshire.gov.uk

By post:

Warwickshire County Council
Scanning Team
Exchequer Services
Market Place
Shire Hall
Warwick
CV34 4RL

Notes:

This invoice address is not necessarily the delivery address

When submitting an invoice(s) electronically, please attach only one invoice per PDF file

No PO, No Pay Policy:

The Council aims to ensure that invoices are processed effectively and efficiently, resulting in prompt payment to you. Therefore we have a 'No PO, No Pay' Policy.

You must ensure that you receive an official Purchase Order (PO) from Warwickshire County Council at the time the order is placed. This PO number must be quoted on your invoice.

If an invoice is received without a PO number on it, it will be returned to you, thus delaying payment.

WCC Standard Payment Terms:

30 days from the receipt of a valid invoice

Contact us:

Email: financialservices@warwickshire.gov.uk

Telephone: 01926 738820 or 01926 476991

Please note:

Warwickshire County Council intends to increase the use of Purchase Cards (P-Cards) when paying suppliers. This is a credit card facility through Lloyds Visa. This process enables faster payment to suppliers and a reduction in paperwork and administration for both parties. It would avoid the need for an order/invoice to be raised as goods and services would be ordered and paid via a website, telephone or over the counter.

Warwickshire County Council

Supplier Guidance Notes – Frequently Asked Questions

When will I be paid?

The Council's standard terms of payment are normally 30 days from the receipt of a valid invoice.

This should be understood as the date when it is received by email; if it is posted then it will be taken as the first date stamp applied by the Council.

The standard terms may vary in some contracts. Suppliers should ensure they are aware of any alternative contractual terms for payment that have been agreed with the Council.

What is the Premier Supplier Service (PSS)?

The Council can now offer an early payment service to suppliers. Under this scheme, invoices will be processed and paid on a priority basis rather than waiting for the contractual due date.

In return for paying ahead of the pre-existing terms, a small rebate is deducted.

To find out more, visit www.warwickshire.gov.uk/pss

What happens to an invoice when it reaches the Council?

All invoices will be processed centrally by electronic means, resulting in – where possible – a touch-less process. All invoices, whether an electronic image or a paper invoice will be processed through our scanning software. Where an invoice matches the purchase order quoted, and the products/services/works have been provided and 'receipted' in our system, the invoice will be automatically paid.

What happens if the invoice does not quote a valid Purchase Order number?

All Warwickshire County Council staff have been instructed to raise purchase orders (PO).

You must not accept an order without a PO number being provided. This PO number must be stated on the invoice you raise. If the invoice is sent to the Accounts Payable Scanning Team without displaying a valid PO number, it will be returned to you. You will then need to contact the person or team you have been transacting with to obtain a valid order number, and then re-submit your invoice to the Scanning team.

What is a valid invoice?

There are specific guidelines for invoicing – failure to follow these guidelines could result in a delay in processing your invoice.

Invoices must:

- Meet all requirements as advised by HM Revenue and Customs
<https://www.gov.uk/invoicing-and-taking-payment-from-customers/invoices-what-they-must-include>
- Provide the name and address of the person/organisation submitting the invoice
- Provide Company & VAT registration numbers where applicable
- Provide an email address to which the remittance can be sent
- Quote the Accounts Payable team address
- Quote a valid Council Purchase Order (PO) number
- Provide contact details in case of invoice query
- Provide clear details of the goods, services or works provided
- Have a valid invoice date/tax point date
- Ensure all amounts are accurate and reconcile to the invoice total
- Have the correct VAT calculations (handwritten invoices in particular)
- Be clear, concise and readable
- Have the relevant supporting information attached, for example timesheets

Invoices that do not comply with the above will be returned to the supplier for correction/clarification

What happens if an invoice is rejected?

The Accounts Payable Scanning Team will return the invoice to the supplier if it fails to quote a PO number or it is unreadable.

If the invoice contains errors then the person or team who have raised the order will contact the supplier to resolve any discrepancies. This may result in a request for a new invoice to be submitted.

When invoices are invalid, incorrect or cannot be matched with POs then the Council will endeavour to notify the supplier as soon as possible.