

## No Purchase Order, No Pay policy

Tewkesbury Borough Council operates a 'No Purchase Order, No Pay' policy which means we won't pay you unless you quote a valid purchase order number on your invoice. This policy aims to strengthen financial controls and increase compliance.

### Exceptions

Grant payments

S106 or CIL payments

Any other payments not considered a supply of goods or services covered by our exception policy (i.e. those not invoiced)

### Procedure

An officer within Tewkesbury Borough Council will send you a purchase order before you start providing any goods or services to us.

If the details are wrong on your purchase order, you need to contact the person who placed the original order for you. Their details will be on the purchase order and if it's needed, they can clarify the details for you or cancel the order to issue a replacement.

If you didn't receive your purchase order, get in touch with the person who made the order and ask for it to be sent again.

Once you receive your purchase order, the purchase order number must be quoted on the invoice. Email the invoice to [creditors@teewkesbury.gov.uk](mailto:creditors@teewkesbury.gov.uk) who will then arrange for it to be paid. **Please do not send it to individual email addresses as this will delay the process.**

### Invoices

To ensure your invoice is processed correctly, you need to make sure it clearly displays the word 'invoice'.

It should also include:

- invoice number (or unique identification number)
- purchase order number
- company name, address, and contact details
- clear description of what you're charging for
- date the goods or service were provided (supply date)
- date the invoice was created
- amount being charged (this could be one or more)
- VAT amount (if applicable)
- total amount owed

If any of this information is missing, the invoice will be sent back to you.

## **Sending your invoice to us**

All invoices should be emailed to [creditors@tewkesbury.gov.uk](mailto:creditors@tewkesbury.gov.uk) and not the requesting officer. Failure to do this may result in a delay in payment.

## **Processing an invoice**

The majority of invoices should be paid without any issues but an invoice might be returned to you or held in the finance system whilst waiting for further action.

Invoices are validated on our finance system and, if the validation fails, the payment will be put on hold.

Reasons for failing validation:

- a valid purchase order number is missing
- your bank details on our record differ from bank details on your invoice
- the invoice amounts are higher than the amount on the purchase order (price, quantity or total)
- there are more lines on the invoice than lines on the purchase order
- the requesting service area haven't confirmed they have received the goods or services yet

In this instance we would pass the query onto the requesting service area to rectify the issue.

## **Payments**

We aim to pay you within 30 days after we receive your invoice however if an invoice doesn't meet the requirements or doesn't pass validation, it will be sent back to you.

We will also dispute your invoice if the information you provide is wrong. If we dispute it, it will delay your payment.

If an invoice is disputed, we will always send it back to you with an email that explains the reasons why.

The reason could be:

- the invoice number was not quoted
- the purchase order number was not quoted on the invoice
- the purchase order number is out of date ('finished' or 'closed')
- the purchase order number does not match the issued order
- the purchase order number does not match the description or dates on the invoice

## **Queries**

Please address any queries relating to the payment/processing of your invoice to the requesting officer or service area within Tewkesbury Borough Council.

For queries relating to this policy, please contact [creditors@tewkesbury.gov.uk](mailto:creditors@tewkesbury.gov.uk).

## **If you are not a supplier**

You could be recognised as a supplier in our accounting system if you have received payments or grants from us in the past. If you don't provide goods or services, please ignore any emails that are sent to you.