

Warwickshire County Council

Suppliers Guidance Note For 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.

When will I be paid?

The Council's standard terms of payment are normally 30 days from the receipt of a correct invoice. However this 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 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 or works have been provided, and 'received' 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 for goods and services provided. If the invoice is sent to the Accounts Payable Scanning team, without 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 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
- Provide the name and address of the person/organisation submitting the invoice
- Provide Company & VAT registration numbers where available
- Provide bank details (either on invoice or prior to submitting the invoice) as the Council will only make payment by BACS
- 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 you for correction/clarification

What happens if an invoice is rejected?

If an invoice fails to match to a purchase order, then Accounts Payable will return the invoice to the supplier. Similarly, if the invoice is unreadable then it will also be returned.

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.

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

Where to send invoices

Note: The delivery address is not the invoice address

By PDF, to wcce-invoicing@warwickshire.gov.uk

Or by post to

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

Contact us

E Mail: wcce-invoicing@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.