

ISLE OF WIGHT COUNCIL PURCHASING ORDERING AND PAYMENTS PROCESS

PURCHASE

BECOMING A COUNCIL VENDOR

If this is your first order from the council a requisitioner will ask you to provide details of your business. It is important that these details are provided promptly as without this information an official purchase order number cannot be issued.

THE PURCHASE ORDER (PO)

Once your vendor details have been processed you will receive a purchase order (either by e mail, fax or post) from the requisitioner agreeing with you the supply of goods or services. This applies to all purchases, including emergency work. The purchase order number needs to be on your invoice to enable prompt payment.

An example purchase order is shown opposite. When you receive a PO you should check the details carefully:

- 1 Purchase Order number.
- 2 Is the description of the goods or services you are supplying correct?
- 3 Is the price correct, if it is shown?
- 4 Is the delivery address correct?
- 5 Is the delivery date correct?
- 6 Are the delivery instructions clear? You will find these on the second page of the order.

Once you have checked the detail of the PO, any queries you have should be raised with the contact person named on the PO. Failure to raise any issues about the PO at this time could delay payment being made. In the event of any query the purchase order number needs to be quoted on all further correspondence including the invoice.

RECEIPT

It is important that you provide either a delivery note or some form of confirmation to the person who ordered the goods from you that the goods/services have been supplied. This will enable them to confirm receipt on the council's purchasing system. Without a confirmation of receipt of the goods or services you will not receive prompt payment.



OFFICIAL PURCHASE ORDER



PURCHASE ORDER NUMBER

1 3500XXXXXX

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VAT REGISTRATION NO:

GB 108 3668 65

Invoices quoting purchase order number to:

2 A. N Other
Street
Town
Country
Post Code

Isle of Wight Council
PO Box 235
Newport
Isle of Wight
PO30 9FJ

4 Please deliver to:

The Post Room
Isle of Wight Council
High Street
Newport
Isle of Wight
PO30 1UD

PO date: 08/08/2013
Contact: An employee 3
Email: employee@iow.gov.uk
Tel: (01983) 821000

Vendor no: 123456789
Payment terms: 30 days net
Contract ref: CXO 13456YY

Item description	Quantity	Unit of measure	Delivery date	Unit price £.pp	Total price £.pp
2 Fax machine	1.00	each	8/8/2013	500.00	500.00
Blue bios	100	each	8/8/2013	1.00	100.00
All prices exclusive of VAT				Total £	600.00

All invoices, delivery and any correspondence must quote our purchase order number. Unless otherwise agreed, this purchase order is subject to the Isle of Wight Council's standard terms and conditions of purchases for goods and/or services. Copies of which can be viewed at www.iwight.com/council/procurement or by phoning the contact number above.

PAYMENT

PAPER INVOICES

All paper invoices should be sent to:
Isle of Wight Council
PO Box 235
Newport
Isle of Wight
PO30 9FJ

ELECTRONIC INVOICES

If you would prefer to email your invoices (and credit notes, if appropriate), please send an email to **creditor.payments@iow.gov.uk** specifically stating that you will not be sending paper documents to the council. This is a requirement for HMRC and the council's financial regulations. Once you have confirmed in writing that you will be sending electronic invoices, please email your invoices to **IWCinvoices@iow.gov.uk**. Emailed invoices must be in PDF format.

THE PURCHASE ORDER NUMBER

The PO number is used to match your invoice with the PO; any invoice received which does not quote a PO number will be returned. Invoices which do not match the PO, or the confirmation on the order, have to go through additional approval steps which will delay payment.

Where there is a match and the delivery of the products/services has been confirmed, the invoice is automatically paid within the standard payment terms (30 days from receipt of invoice).

HOW TO HELP US PAY YOUR INVOICE ON TIME

- Submit original VAT invoices, at the correct VAT rate (unless you are not registered for VAT).
- Ensure quantity and pricing are consistent with the purchase order.
- Ensure descriptions of products/services match with the purchase order.
- Include the address to which goods were despatched or services provided.
- Retain proof of product/service delivery in case of query.
- Keep us advised of any changes to your details e.g. address changes, bank account changes, etc.

Include the following on your invoices and credit notes:

- The Isle of Wight Council PO Number.
- The Isle of Wight Council as addressee.
- Your invoice number.
- Your VAT number.
- The net, VAT rate, VAT amount and gross amount.
- The tax point (date invoice raised).

TO AVOID DELAYS IN PAYMENT

- Do not accept a request for goods or services without receipt of a valid Isle of Wight Council Purchase Order;
- Do not send an invoice to the Isle of Wight Council without a valid PO number on it;
- Do not accumulate invoices - send invoices as soon as possible after despatch of goods or the provision of services;
- Do not accumulate charges - do not include amounts from more than one PO on one invoice;
- Do not use prices, quantities or descriptions that differ from those on the PO;
- Do not submit invoices which in total are in excess of the PO value without this being agreed with the requisitioner in advance.

PAYMENT QUERIES

Should you have a query in relation to a payment you have received please contact Isle of Wight Council Creditor Payments. Emails and telephone messages will be responded to within 24 hours.

- Email **creditor.payments@iow.gov.uk** or
- Phone 01983 823617.

VENDOR

PURCHASE
ORDER

RECEIPT

INVOICE

PAYMENT