



## How to get paid guide for suppliers to the council

### Introduction

This guide provides information to suppliers and contractors providing goods and services to the council, on the steps they need to take to ensure that they are paid for these goods and services promptly.

### Official orders

It is the council's policy that all procurement of goods and services must be confirmed with an official order. There are only a very few authorised exemptions to this policy. Orders are issued electronically and therefore suppliers are required to provide a valid email address before orders can be raised.

The official order number must be quoted on all Supplier Invoices. Failure to do this will delay the processing of the invoice and may delay payment. In addition, if there is no order number quoted on the invoice the council reserves the right to dispute the invoice and withhold payment.

### Receipt of invoices

Paper invoices must be addressed to:

South Gloucestershire Council  
Chief Executive & Corporate Resources Department  
PO Box 300  
Exchequer Services  
Civic Centre  
High Street  
Kingswood  
Bristol BS15 0DS

Suppliers are discouraged from hand delivering invoices to a council building or member of staff as this may result in delays in processing these invoices.

Electronic invoices should be in pdf format and sent as email attachments to:

[sgcinvoices@southglos.gov.uk](mailto:sgcinvoices@southglos.gov.uk)

The council reserves the right to reject electronic invoices in other formats.

The council does not accept faxed invoices.

## **Authorisation of invoices**

Invoices should be marked with a unique invoice number and include company number and or VAT registration number as required. The invoice should clearly set out the nature of the goods or services supplied and include the council's official order number. The council reserve the right to return invoices that do not display a current valid official order number.

The invoice should be dated (tax point) and the value should be broken down to include the net and VAT values, when VAT is charged on the invoice.

## **Payment terms**

It is expected that invoices should complete the council's payment authorisation process within 14 days of receipt. The council's default payment terms are 30 days, but shorter periods are possible where provided for by contract terms or by mutual agreement

## **Disputed invoices**

If an invoice is disputed, it is the responsibility of the member of staff who raised the order to contact the supplier and agree a resolution.

Disputed invoices are flagged in the creditor ledger and will not be paid until the dispute is resolved.

## **Payment of invoices**

The council's policy is to make all payments to suppliers by BACS transfer. Cheque payments will only be made in exceptional circumstances and cash payments will never be made.

BACS payments are made daily. Cheque payments are made weekly on a Monday. Cheques are normally sent by second class post.

## **Contact details**

Queries concerning an order, the goods or services supplied or any other dispute should be addressed to the member of staff who raised the order. Their contact details will be included on the official order form.

Queries concerning payment of an invoice should be addressed to Exchequer Services Payments Section:

Telephone            01454 864693

Email                 [Exchequer@southglos.gov.uk](mailto:Exchequer@southglos.gov.uk)

The council's procurement strategy is available on the council's website at:

<http://www.southglos.gov.uk/documents/Final-Commissioning-Procurement-Strategy-2014-18.pdf>