



**POSITIVE STEPS**

SUPPORT | CHALLENGE | CHANGE

## **Suppliers Guide: How to get paid by Positive Steps**

### **Introduction**

This guide provides information to suppliers and contractors which are providing goods and services to Positive Steps. It details the steps they need to take to ensure that they are paid for these goods and services promptly.

### **Official Orders**

It is our policy that all procurement of goods and services must be confirmed with an official order. There are only a 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 subsequently the payment.

In addition, if there is no order number quoted on the invoice, we reserve the right to dispute the invoice and withhold payment.

### **Receipt of Invoices**

Suppliers are encouraged to send invoices electronically in PDF format as attachments to :

[accountspayable@positive-steps.org.uk](mailto:accountspayable@positive-steps.org.uk)

We reserve the right to reject electronic invoices in other formats.

Positive Steps does not accept faxed invoices.

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

Suppliers are also discouraged from posting invoices, but in the situation where this is the only option they can be sent to:

Accounts Payable  
Corporate Services Department  
Media Place  
80 Union Street  
Oldham  
OL1 1DJ

### 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 goods or services supplied and include our official order number. We 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 show the net and VAT values, where VAT is charged on the invoice.

### Payment Terms

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

### Disputed Invoices

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

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

### Payment of Invoices

Our 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 can be processed each working day. Cheque payments are only processed on a Monday, with all cheques normally being 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 Positive Steps staff who raised the order. Their contact details will be stated on the official order notification.

Queries concerning the payment of an invoice should be addressed to Accounts Payable:

Telephone: 0161 921 9400

Email: [accountspayable@positive-steps.org.uk](mailto:accountspayable@positive-steps.org.uk)