NEW P2P SYSTEM – LETTER TO SUPPLIERS

Dear **[Supplier]**

**HOW TO GET PAID IF YOU SUPPLY GOODS AND SERVICES TO [CUSTOMER]**

This is to let you know that **[Customer]** are implementing a new Purchase to Pay (P2P) system which will streamline the processing of Purchase Orders and Invoices.

As a valued supplier to **[Customer]** we are looking for you to assist us making our purchasing and payments more efficient by complying with the following:

* You must quote a valid **[Customer]** Purchase Order (PO) number of all Invoices submitted for payment of goods or services.
* Invoices should be submitted by email attachment in PDF format to **[EMAIL ID]** – see further details below.

If your invoice does not quote a valid PO number it may be returned to you unpaid.

**Please see a Q&A information overleaf which provides more information.**

We are always here to help and please contact **[CONTACT DETAILS]** on the numbers below if you have any questions at all regarding this.

Yours sincerely

**The information hopefully answers any questions you may have:**

**In the past, I have not needed to quote a valid PO number on my invoice and have still been paid. Why can I not continue to do this?**

**[Customer]** has always expected orders to be raised for goods and services but we now have formalised our procurement and finance processes to support a more efficient P2P process.

All financial commitments made by **[Customer]** have to be generated using a PO unless otherwise specified. Any unauthorised transactions made outside of the approved process will not be recognised and subsequently this will mean a delay in payment to you.

**How do I get a PO number?**

When goods or services are requested by a **[Customer]**] employee, and we authorise that request internally, that order automatically gets a PO number. This PO will be emailed or posted to you.

**Will I be paid quicker if I quote a PO number?**

Quoting a PO number on your invoice will speed up the process, but unless otherwise specified, **[Customer]** standard payment terms will apply from receipt of the invoice.

**What are the benefits of quoting a purchase order?**

The benefits to your company will include a streamlined process for payment of invoices within terms of trade (if a PO number is quoted) and reduced processing costs for **[Customer]** where invoices are processed without the need for manual intervention.

**What do I do if I receive a request without a PO?**

You must not accept the request and you should contact the individual who has placed the request asking them to send you an official order.

**How should I send my invoices to you?**

**Email:** you can email invoices and credit notes to **[EMAIL ID]**. Email attachments must be in PDF format, so our scanning system can process them correctly. Can you please ensure that you send through 1 document per attachment.

**By post to:** **[POSTAL ADDRESS].**

No invoices should be sent to individual offices or departments within **[Customer]** unless pre-agreed with Finance.

**My invoice has been returned unpaid. What should I do?**

Check that the invoice includes a valid PO number for the goods/service supplied, and check the invoice for any financial errors. If you believe you have a valid PO number and there are no errors, contact **[CONTACT DETAILS]**.

If the invoice does not have an order then you will need to contact the **[Customer]** representative (the person that placed the order with you) to obtain a valid PO number. You can then return the invoice to us with the order number quoted.

**Are there any exceptions to this?**

Yes a few but this will only be for payments which, by their nature, do not warrant an order number for example payments for salary advances, utility bills, petty cash and payments to individuals.