**No Purchase Order (PO) No Pay Policy**

Since 2015, we have operated a **No Purchase Order, No Pay Policy** - which is a widely used method across the public and private sector. This means that suppliers will need to quote a valid purchase order (PO) on their invoices before we pay them.

Any invoice received, unless in scope of the exemptions list, without an official and valid purchase order (PO) number may be rejected by the Council and returned unpaid to the supplier.

This reduces processing times and streamlines the process for payment of invoices because the purchase order represents a clear instruction from us with a corresponding financial commitment.

**Without an official Purchase Order number payment of supplier invoices will be delayed.**

**What Suppliers can do to assist:**

Suppliers are advised **not to accept any order or undertake any action unless a PO number is quoted** to ensure no delay in payment.

If a supplier has not received an official purchase order, they should contact the relevant team as soon as possible. Failure to do so may result in a delayed payment and the Council rejecting the invoice.

If an invoice is rejected for failing to specify a valid and official Purchase Order number, **the payment term will be effective from the date the revised invoice is received.**

**What the requestioner needs to do:**

* Ensure a purchase order is in place BEFORE goods/services delivery commences.
* Ensure the supplier is provided with the Purchase order (PO) or Framework order (FO) reference BEFORE goods/services delivery commences.
* Ensure all goods receipting (GRN) is completed in a timely manner to allow the invoice to be processed as efficiently and quickly as possible.

**Worcestershire County Council Payment terms:**

* Suppliers should expect payment of an invoice within 30 days after the Council have received the invoice
* The Council are part of a Premier Supplier Partnership, which offers the opportunity to be paid quicker than the standard 30-day payment terms. Further information can be found at: [**Premier Supplier Partnership (PSP) | Worcestershire County Council**](https://www.worcestershire.gov.uk/council-services/council-and-democracy/council-finance/premier-supplier-partnership-psp)
* Payments are made by BACS and can take up to two working days to be visible in your bank account

**Where and how to send your invoice:**

* Suppliers should send your invoices to us directly by email to: [**WCCinvoices@worcestershire.gov.uk**](mailto:WCCinvoices@worcestershire.gov.uk)
* Send your invoices as a PDF document and attach each invoice separately
* Do not apply security to your invoices as our automated system cannot read this
* The filename for each invoice must not contain any invalid characters (\ / : \* ? < >)
* Invoices must be attached to the original email and not be embedded within another email or compressed folder
* Only one PO number must be quoted on your invoice, we cannot accept one invoice against multiple PO's
* Multiple invoices can be received against one PO.

We also accept invoices by post:

Accounts Payable.

County Hall

Spetchley road

Worcester

WR2 5NP

However, **we strongly recommend sending invoices by email**, as it is quicker and more cost effective.

**Rejected invoices**

* If an invoice is rejected the accounts payable team will contact you confirming the reason and what you need to do to next
* Invoices will be rejected if they do not quote a purchase order (in accordance with the No PO, No Pay Policy)

The Council’s [**Terms and Conditions**](https://www.worcestershire.gov.uk/sites/default/files/2024-05/Purchase_Order_Terms_and_Conditions.pdf) can be viewed here and are attached to every Purchase Order raised on the system.

Standard Council Terms and Conditions apply unless replaced by Formal Contract Terms and Conditions agreed by both parties and through the Premier Supplier Partnership with Oxygen Finance.