



**NO PO**

**NO PO NO PAY  
POLICY**



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## 1. Purpose

1.1. The purpose of this policy is to:-

- i. Ensure that the Council only pays for goods, services and works which have been properly ordered and authorised in accordance with the Councils Contract Procedure Rules (CPR's) and Financial Procedure Regulations (FPR's) before receiving an invoice;
- ii. Provides the Council with better and more effective financial accounting data;
- iii. Proactively manage budgets, expenditure and supplier payments more effectively;
- iv. Permit easier budget forecasting and budget setting;
- v. Permit better and more efficient reportability, auditability and visibility of financial data;
- vi. Enhance efficiency amongst departments and within the central Accounts Payable team;
- vii. Permit better decision making;
- viii. Providing a more efficient response to supplier queries related to the status of the delivery of goods, services and works and associated payments;
- ix. Clarity regarding the terms and conditions that apply to each purchase, thus removing the risk of the Borough Council contracting on terms other than the standard terms and conditions or a model form of terms and conditions;
- x. Speed up payments to suppliers; and
- xi. Minimise the risk of incorrect payments;

## 2. Introduction

- 2.1. A No Purchase Order No Pay Policy is a widely used method across the public and private sector which the Nuneaton and Bedworth Borough Council has formally adopted with effect from April 2023.
- 2.2. 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, returned to the Supplier and unpaid.
- 2.3. Please note, this document may be updated at any time, following any legislative and/or internal processes change so is therefore subject to change.

## 3. No PO No Pay Policy

- 3.1. Officers of the Council must ensure a Purchase Order is raised before instructing the delivery of goods, services and works following a written quote, sealed quote or formal procurement process, unless the requirement falls in scope of the [Exemptions List](#).
- 3.2. Suppliers are strongly advised not to accept any order (unless a PO number is quoted) or undertake any action until a valid purchase order is received to ensure no delay in payment. If no purchase order has been received, the Supplier is strongly advised to check with their contact before orders or and delivery of goods, services and/or works are commenced.

- 3.3. A PO number will typically be in any of the following formats:
- I. "NB000000"
  - II. "HD000000"
  - III. "DG000000"
  - IV. "ES000000"
  - V. "TR000000"
  - VI. "16000000"
- 3.4. Our e-purchasing system will automatically email an electronic purchase order to the email address we have on file for the Supplier. Should the email address need updating and/or any information regarding the Supplier Account (address, bank details, UTR number, VAT Number, contact details etc), the Supplier must email [creditors@nuneatonandbedworth.gov.uk](mailto:creditors@nuneatonandbedworth.gov.uk).
- 3.5. As per 2.2, the Supplier must quote a valid PO number on their invoice. Failure to do so may result in a delayed payment and the Council rejecting the invoice. Please note, in the event 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.
- 3.6. The Council operates a 30-day payment term as its default timescale from the date a valid invoice is received. Should a Supplier be classified as a Small-to-Medium sized Enterprise, the Council will aim to pay the invoice within 10 days from the date a valid invoice is received.

## 4. Exemptions List

- 4.1. The following is a list of goods, services and/or works which may be exempt from the requirement to have a purchase order raised against them:
- I. Utilities (gas, electricity and water);
  - II. Fuel card's (where setup under a Direct Debit having been procured via the Procurement Team);
  - III. Payments to staff (for example, reimbursements and mileage claims);
  - IV. Grant payments to individuals;
  - V. Purchase or property and associated fees;
  - VI. Exams and courses booked online unless the account is setup on the e-purchasing system;
  - VII. Employee Trade Union and Charity contributions;
  - VIII. Professional Memberships unless the account is setup on the e-purchasing system;
  - IX. Council Tax, NNDR, Business Rates;
  - X. Bank Charges;
  - XI. Housing rent (including refunds);
  - XII. Property leases;
  - XIII. External examiner fees;
  - XIV. Postal services;
  - XV. VAT only invoices;
  - XVI. Homelessness accommodation; and
  - XVII. Spend via a corporate credit card for specific expenditure of a one-off nature, emergency spend, or where there is no alternative method of payment;

- 4.2. If in any doubt, Officers of the Council should seek clarification from the Strategic Creditors and Procurement Manager or the Purchase to Pay Supervisor. Contact details can be found in section 7.

## **5. Submitting an Invoice**

- 5.1. Suppliers are requested to submit an invoice in accordance with the instructions enclosed on the Council website page.

## **6. Frequently Asked Questions**

### **a) Internal (Council Staff)**

Question 1 – Why implement a No PO No Pay policy?

Please see section 1 [Purpose](#).

Question 2 – What does a valid purchase order number look like?

Nuneaton and Bedworth Borough Council's purchase order numbers are typically a combination of letters and digits, usually no more than 8 characters as set out in section [3.3](#).

Question 3 – Who do I contact to receive new, or refresher training, associated with the e-purchasing system (eBuy), or in the event I need my user account unlocking?

Email Address: [creditors@nuneatonandbedworth.gov.uk](mailto:creditors@nuneatonandbedworth.gov.uk)

Telephone: 024 7637 6369

### **b) External (Suppliers)**

Question 1 – Why implement a No PO No Pay policy?

Please see section 1 [Purpose](#).

Question 2 – Will I get paid quicker if I provide a purchase order number?

The default Nuneaton and Bedworth Borough Council payment terms are 30 days from receiving an invoice quoting a valid purchase order number. If an invoice is received without a purchase order it will be returned to you and inevitably result in a delay in payment. In the event that an invoice is rejected for failing to be valid and correct, the payment terms for a revised invoice (if valid) will commence from the date of the revised invoice and not the date the original invoice was received.

Please note, should a Supplier be classified as a small-to-medium sized enterprise, the Council will aim to pay the invoice within 10 days from the date a valid invoice is received.

**Question 3 – An invoice has been returned requesting a valid purchase order number to be quoted. How can I obtain this?**

You will need to contact the member of Nuneaton and Bedworth Borough Council staff who gave you the original instruction to supply the goods/services/works and ask them to provide a valid purchase order number.

**Question 4 – What does a valid purchase order number look like?**

Nuneaton and Bedworth Borough Council's purchase order numbers are typically a combination of letters and digits, usually no more than 8 characters as set out in section [3.3](#).

**Question 5 – I have supplied goods/services/works to Nuneaton and Bedworth Borough Council where do I submit my invoice to?**

Invoices need to be emailed to [invoices@nuneatonandbedworth.gov.uk](mailto:invoices@nuneatonandbedworth.gov.uk) unless you are configured for electronic invoicing into the e-purchasing system.

If you are configured for electronic invoicing and have been given [nuneatonbedworthbc@egsgroup.com](mailto:nuneatonbedworthbc@egsgroup.com) to use, please continue to do so.

Please ensure your invoice correctly quotes a valid purchase order number and addressed to:  
Nuneaton and Bedworth Borough Council, Town Hall, Coton Road, Nuneaton, Warwickshire, CV11 5AA.

**Question 6 – The details Nuneaton and Bedworth Borough Council holds for my company need updating. Who do I contact to get these amended?**

We always endeavour to maintain data as accurately as possible so if you need to advise us of any changes in writing, please contact Accounts Payable/Creditors team at [creditors@nuneatonandbedworth.gov.uk](mailto:creditors@nuneatonandbedworth.gov.uk) with the associated changes required, preferably on formal letterhead paper.

Question 7 - Past invoices without a PO number have been paid by Nuneaton and Bedworth Borough Council. Will this still happen?

No, from 1st April 2023 all invoices must quote a valid and correct Purchase Order number.

As part of the 'No PO, No Pay' policy the Supplier is expected to put the valid PO number on the invoice, otherwise it will be rejected and returned. Officers of the Council will be required to raise a PO in advance of requesting delivery of goods, services and/or works.

Suppliers are strongly advised not to action or commence delivery of goods, services and/or works until they receive an official Purchase Order.

Question 8 - What do I need to do if I currently submit an e-Invoice through the Proactis Supplier Network (S2C)?

These changes will not affect e-Invoicing through the portal as these orders already require a purchase order. Orders and invoices should continue to be submitted using the existing process.

## **7. Enquiries**

7.1. If any of this policy causes confusion or any doubt, please contact the Accounts Payable/Creditors Team. Details below:

Email Address: [creditors@nuneatonandbedworth.gov.uk](mailto:creditors@nuneatonandbedworth.gov.uk)

Telephone: 024 7637 6369