

# **SUPPLIER INVOICE SUBMISSION GUIDE**

Following the guidelines below when submitting invoices will ensure they are processed promptly.

## **1. A compliant invoice should include the following information: -**

- Clearly addressed to the payee
- Your full company name and address
- A unique invoice number which we will record on our system and quote on your remittance advice or during any other correspondence with you
- A clear description of the goods and/or services provided
- Accurate quantities, prices and amount due
- VAT registration number (if appl.)
- A breakdown of the goods and/or service clearly showing the net price, the VAT rate, the VAT amount, and the total amount for each line on the invoice
- A valid Purchase Order Number in the format of 5/6xxxxxx for the goods and/or services
- The bank details you would like your payment sent to

## **2. A compliant invoice or credit should be emailed to:**

**Invoices and credits submitted by e-mail must be in PDF or Word format and individually attached (one invoice per each attachment, per each individual purchase order).**

- **No Purchase Order no. provided - please email these to your contact within Telford & Wrekin that has ordered the goods or services.**
- **Invoices with a valid purchase order - e-mail to the following address: -**

**PurchaseLedger.scannedInvoices@telford.gov.uk**

## **3. Sending your invoices and credits for processing should meet the following criteria: -**

- Incorporate supporting documents into the same PDF/Word File as the invoice/credit.
- The PDF/Word File must not have security applied and should be attached to the original email, not embedded as part of a forwarded email.
- The PDF/Word document must not have invalid characters (\ / : \* ? < > | ) in the filename as these will result in the document not being imported for processing.
- Each attachment to your e-mail is uniquely named.
- Your invoice/credit is electronically typed and is not handwritten.
- Where possible PDF images should be originally generated by the system rather than scanned images saved via a multi-function device.
- It is recommended that PDF images are of a minimum resolution of 300dpi.
- It is also recommended that the PDF/Word file sizes be kept as low as possible; typically, less than 150KB.

Our preferred method of receiving invoices is via e-mail. If you are unable to email invoices, please post them to: Darby House, Telford & Wrekin Council, Lawn Central, Telford. TF3 4JA

**N.B Non-compliant invoices will be returned to you unpaid**