

Invoice Protocol

The College operates a **'No PO, No Pay'** policy which means that invoices received by the Accounts Payable team without a valid purchase order (PO) number will not be paid and will be returned to the supplier unless the supplier has been informed otherwise or is on the College's Exceptions list.

Suppliers must not accept any verbal or written order from a Petroc employee unless a valid PO number is provided, or the supplier is on the Exceptions list.

The Accounts Payable team operate two email accounts

1. PLinvoices@petroc.ac.uk (automated account)
2. financeoffice@petroc.ac.uk (generic finance inbox)

The email address PLinvoices@petroc.ac.uk **MUST** be used **only** for the receipt of invoices or credit notes for **automatic processing** into our invoice management system. Any other emails to this address will **not be read**. The following requirements **must** be followed when sending invoices and credit notes into this email address:

- All invoices must be attached directly to an email, not embedded or in a zip file or attached email.
- Ideally, only one invoice per attached file, in pdf format. Multiple invoice file attachments per email are acceptable.
- Supported document formats: JPEG, JPG, PDF version 1.3 to 1.7, PNG, TIFF, TIF. Any documents in other formats (eg. XFA documents, PDF portfolios, gif, rtf, MS Excel (xls, csv), MS Word, htm/html or xml) will not be processed.
- Please ensure that your file is NOT password protected or opens in protected view.
- As invoices are automatically processed, any notes in the text of the email will not be read. All relevant information should be on the invoice.
- Please do not send copy invoices unless requested by a member of staff of the College.

All other correspondence and statements for Accounts Payable should be sent to financeoffice@petroc.ac.uk

To ensure the smooth processing of invoices and credit notes the following information is required in line with our existing payment terms. If invoices or credit notes do not contain all the required information, they may be rejected, which could result in non-payment of the invoice.

- a unique identification number (invoice number)
- the date of the invoice (DD/MM/YYYY)
- supplier company name, address and contact information
- invoicing name and address must be Petroc, Old Sticklepath Hill, Barnstaple, EX31 2BQ.
- delivery address must be included if different from the above registered address, such as Petroc, Tiverton Campus, Bolham Road, Tiverton, EX16 6SH
- purchase order number (ideally only one purchase order number per invoice), Petroc purchase order numbers consist of 6 numbers
- a clear and full description of the goods and services supplied, and quantity delivered
- the date the goods or service were provided (supply date)
- the amount(s) being charged
- VAT registration number if VAT registered (including 2-letter country prefix)
- VAT allocation and rates if VAT registered

- bank account details for payment¹
- credit notes should, in addition, quote the relevant invoice number(s)

When an invoice has been returned requesting a valid PO number, the supplier should contact the person who made the original commitment and ask them to provide a valid PO number. When obtained the supplier should send a replacement invoice quoting the valid PO number to PLinvoices@petroc.ac.uk

Exceptions list to 'No PO, No Pay'

The following expenditure or circumstances do not require PO's. The Exceptions list currently covers:

- Examination bodies
- Credit card purchases (procurement/supplier/virtual cards)
- Employer Additional Payments (Apprenticeship)
- Rent (where covered by a signed Long-term Lease Agreement) – short term rental requires a PO
- Payments to individual learners for the purpose of bursary payments or refunds
- Telecommunication services (landline and mobile)
- Direct Debit payments, for example electric, gas, water
- Waste contract
- Postal services
- Business rates
- Short term fleet rental
- Pay advancements

This list is under constant review and any further changes will be communicated to our suppliers by email.

¹ New bank account details will be verified by a phone call from the Finance team.