



United Kingdom  
Testing and  
Certification

# Supplier Prompt Payment Charter

United Kingdom Testing & Certification Limited aims to have an outstanding relationship with its supplier base. This guide is formulated to assist in our aim to ensure suppliers are paid consistently on time or ahead of terms.

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Trusted to ensure.



## 1. What to include on your invoice

For prompt payment of your invoice, check the information on your invoice is correct against the purchase order. A valid invoice must include the following information:

- the correct purchase order number typed (handwritten purchase order numbers are not readable by our systems);
- the invoice address as per the purchase order;
- the word Invoice or Credit Note clearly stated, along with the unique invoice or credit reference number;
- the correct value and quantity to match the purchase order;
- your VAT number (if VAT registered);
- the values of the individual lines and the total amount of the invoice;
- the net and gross amount, VAT rate, and VAT amount (if VAT registered); and
- the invoice date.

**Do not** send an invoice without a purchase order number. **We will return** all invoices not stating a valid and correct purchase order number. Please ensure each invoice only includes goods or services ordered on one purchase order.

## 1. Submitting your invoice

We use automated systems to scan and process your invoice. To enable the software to read your invoice, make sure the information is readable and complete.

1. You must only submit invoices by email as PDF documents.
2. Each document submitted must contain only one invoice.
3. Your invoice must be submitted in black and white only, some colours confuse our automated systems. To avoid delays avoid colour.
4. Invoices should be submitted to the address stated on the purchase order.
5. The invoice must quote the correct purchase order number.
6. Sending the invoice to the correct address is essential for payment being made on time.
7. For the quickest registration of your invoice please email [accounts@uktestcert.com](mailto:accounts@uktestcert.com). Invoices received by mail take longer to process.



## 2. Payment terms

Standard payment terms are 30 days from receipt of a valid invoice and will only be varied by written agreement. Payment will be made into your bank account details which will have been supplied on your invoice. We seek to avoid delays in payment. Delays in payments are usually due to:

- differences between the purchase order and the invoice;
- the invoice being sent to the incorrect address;
- the invoice stating the wrong or incorrect purchase order number;
- handwritten purchase order number, as it is not readable and must be typed on the invoice;
- goods receipting not completed by the goods inwards team. Make sure the goods are sent with a comprehensive delivery note to help with goods receipting;
- a dispute with the goods or services;
- invoice value exceeding the purchase order value;
- no breakdown of the net and gross amount and VAT total; and
- the invoice being of poor quality and is not readable.

We will return invalid invoices to the remittance email address on your supplier account. It is important supplier details are up to date. You will need to amend the invoice as necessary and then resubmit it for payment.

## 3. Remittance advice

Your remittance advice shows the payments made and when you will receive them.

1. We will send you your remittance advice to confirm we have agreed payment and it is on its way.
2. Your remittance advice will be sent to the email address you have provided. It takes four (4) working days for payment to reach your bank account after you receive an emailed remittance.
3. If you submitted an invoice, the remittance will show the invoice reference and the purchase order number that the invoice was paid against if appropriate.
4. If you are receiving payments against different invoices, these will be itemised on the remittance.
5. We will provide alternative information to help you identify the source of the payment if it was made without an invoice, such as a claim form.



## 4. Statements

Do not send automatic statements as we will not review them.

1. Statements will only be reviewed by exception on request.
2. If you have multiple invoices outstanding and you don't wish to raise individual enquiries for these, raise an online enquiry requesting a statement is reviewed. State the reason and we will contact you for further information, as necessary.
3. The remittance advice will show a document number. Quote this number if you have a query about the remittance. This will help us identify the correct document.

## 5. Enquiries

If you have any queries they should be addressed to [accounts@uktestcert.com](mailto:accounts@uktestcert.com) where our team will aim to respond in less than seven days. You may also call and ask for accounts payable.

You will need to provide the following information:

- invoice number;
- purchase order number;
- how you submitted the invoice such as by email or post; and
- when and where you sent this to.

This will help us to track your enquiry quicker.

Help us to help you! Thank you for your assistance in making this process as efficient as possible.