



Supplier guidance on payment procedures

Introduction

It is important to Success Academy Trust that our suppliers are paid in accordance with agreed payment terms. To this end, whilst as an Academy Trust there is exemption from the requirements of the Public Contracts Regulations 2015, the Trust is committed to working towards compliance with the Government's Prompt Payment Code which forms part of these regulations.

In order to ensure that we are able to process payments as quickly as possible, suppliers should comply with the following guidance on submission of invoices.

When will I be paid?

The Trust and its Academies **standard terms of payment are normally 30 days** from the receipt of a valid* invoice for all our supply chain contracts.

However, this may vary in some contracts. Suppliers should ensure they are aware of any alternative contractual terms for payment that have been agreed with the Trust or an Academy within the Trust.

What format should I send invoices?

Our preferred format is for all invoices to be sent electronically as a pdf. If this is not possible, a paper copy can instead be sent to the Trust or individual Academy within the Trust.

Where should I send invoices?

We understand that invoices may be sent to the person within the organisation with whom you usually converse. However, if you are sending an invoice electronically as a pdf, this should be sent (or copy also sent) directly to the email address below (depending on the Academy):

finance@successat.org.uk

For Central Trust related invoices

finance@thomasestley.org.uk

For Thomas Estley Community College and TELA invoices

sbm@cosby.school

For Cosby Primary related invoices

business@hallbrook.leics.sch.uk

For Hallbrook Primary related invoices

office@richmond.leics.sch.uk

For Richmond Primary related invoices



Guidance notes for sending invoices electronically.

If you are sending a paper invoice, this should be sent to the Delivery Address that appears on the Purchase Order you have received. The invoice should also state 'For the Attention of' the person who raised the order with you.

You should not accept an order without a PO number from the Trust or one of its Academies. If you do not have a valid order number from the Trust or one of its Academies, payment may be delayed whilst appropriate authorisation is sought.

This PO number must be stated on the invoice you raise for goods and services provided. If the invoice is sent to the Trust or one of its Academies without a valid PO number it will be returned to you. You will then need to contact the person or team you have been transacting with, to obtain a valid order number and re-submit your invoice.

Invoices will be returned if they are not a **valid invoice**,

***What is a valid invoice?**

Invoices must :-

- Meet all requirements as advised by HM Revenue and Customs
- Provide the name and address of the person/organisation submitting the invoice
- Provide Company & VAT registration numbers where available
- Provide bank details (either on invoice or prior to submitting the invoice) as the Trust will only make payment by BACS
- Provide an email address to which the remittance can be sent
- Quote a valid Purchase Order (PO) number from the Trust or one of its Academies
- Provide contact details in case of invoice query.
- Provide clear details of the goods, services or works provided.
- Have a valid invoice date (tax point date)
- Ensure all amounts are accurate and reconcile to the invoice total
- Have the correct VAT calculations (handwritten invoices in particular)
- Be clear, concise and readable
- Have the relevant supporting information attached if required

Invoices that do not comply with the above will be delayed whilst clarification is obtained or returned to you for correction/clarification



What happens if an invoice is rejected?

If an invoice fails to match to a purchase order, then the Trust or one of its Academies will return the invoice to the supplier. Similarly, if the invoice is unreadable then it will also be returned.

If the invoice contains errors, then the person or team who have raised the order will contact the supplier to resolve any discrepancies; this may result in a request for a new invoice to be submitted. Where we are aware that invoices are invalid, incorrect or cannot be matched with POs then the Trust or one of its Academies will endeavour to notify the supplier as soon as possible.

Guidance for sending invoices electronically

The Trust does not currently accept invoices electronically except in the form of email/pdf.

Guidance on our Procedures for resolving disputed invoices promptly and effectively

Default Payment Terms

Except where different payment terms have been agreed in writing with a supplier, Success Academy Trust will aim to pay authorised invoices by 30 days. Date of receiving invoice within the Academy will be recorded on the invoice.

Other payment terms submitted by a supplier, printed on an invoice or on a separate document do not supersede the Success Academy Trust's Default Payment Terms unless an authorised representative of Success Academy Trust or one of its Academies has agreed to those terms in writing, evidenced by their signature and date.

These requirements are in addition to any other conditions contained in any separate agreement between a supplier and Success Academy Trust which have to be fulfilled prior to payment.

To allow prompt payment and reduce the risk of invoice rejections:

- payments made direct to bank accounts will be made to the bank account details held by Success Academy Trust for the supplier. Suppliers should notify any bank details and changes to those details (in writing, on company letterhead and signed by a director /partner /proprietor), allowing up to four weeks for them to take effect.
- the invoice should be in English, addressed to either Success Academy Trust or the Academy within the Trust as applicable and sent to the correct address. Alternatively, we accept electronic copies of invoices to the email addresses provided in the earlier section – “Where should I send invoices?”
- purchase order numbers and a valid Success Academy Trust contact name should be quoted clearly on the first page of the invoice.
- invoices should reflect the purchase order (i.e. state the goods and services in a similar format – quantity, price per unit, total price per line), and should include:
 - - 1) the full name of the suppliers business entity and its registered number (by law for suppliers registered in EU)
 - 2) the registered office of the company or an address where any legal documents can be delivered (by law for suppliers registered in the EU)
 - 3) a unique invoice number
 - 4) the supplier's VAT registration number (if applicable)
 - 5) Success Academy Trust's or one of our Academies name and address



- 6) date of invoice and date of supply of goods or services if different
- 7) a suitable description to identify the supply of goods or services
- 8) the quantity and unit price of any goods or services – excluding VAT
- 9) the rate of VAT (including zero and exempt) per item if there is a mix of supplies
- 10) any applicable discounts
- 11) the total amount payable excluding VAT
- 12) the total VAT payable
- 13) the total invoice amount payable

Dispute Resolution Process

If there is a separate agreement between the supplier and Success Academy Trust relating to the supply of the goods or services to which an invoice relates, disputes relating to the invoice will be treated as a dispute arising under that agreement. Where there is no separate agreement, disputes shall be dealt with according to Success Academy Trust's standard Terms and Conditions of Purchase.

Success Academy Trust reserves the right to withhold payment of disputed amounts pending resolution. However, Success Academy Trust values its long-term relationships with suppliers and endeavours to settle any invoicing disputes quickly.

In the first instance, any dispute should be settled between the Success Academy Trust's or one of its Academies representative who placed the order, and an authorised person for the supplier.

If, after 14 days, the dispute is unresolved, the supplier can re-direct the dispute by emailing the Trust's central Finance team **via finance@successat.org.uk** with a copy of the invoice, a summary of the issue(s) and correspondence to date in respect of the dispute. The Central Finance Team will escalate the information within Success Academy Trust to facilitate resolution where possible.