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How to get Paid Supplier's Guide

To ensure that you are paid on time, kindly follow the below steps:

1. Obtain a purchaser order

This identifies clearly the nature and details of service requested by Hinds Building Services. It will also indicate the agreed payment. Carefully check the purchase order to ensure that it is accurate, and flag and errors to the Operations Manager (or your HBS contact) immediately. You should not commence work until this has been resolved. Failing to do so may result in late payment or an unpaid invoice. You are expected to consider any risks before providing a price for a good or service. If any additional expenses arise while completing the work, you should first consider whether this falls within the terms of your agreement. You should always receive written confirmation before we proceeding complete any other work.

2. Invoicing

There is guidance on invoicing below. To support smaller suppliers, you may contact the company for an invoice template. Alternately, there are a considerable number of free templates on the internet. Invoices should be sent to the right mailing or email address as noted below. This document will be amended from time to time so it would be best to refer to it regularly to ensure that the details have not changed.

In cases where you have been paid by Hinds Building Services previously, we will still require that you re-submit your bank details on each occasion. Always double check your bank details as it is more difficult to reverse payments once they have been completed. In cases where there is any error, kindly contact us as soon as possible.

If you prefer payment by cheque, kindly let us know in writing. Once you have submitted the invoice and it has been approved, you will not normally be allowed to change your payment method. We do not pay suppliers by cash payments.

Corporate Information

Hinds Building Services
47 Iris Grove
Darlington
DL1 1AU

Company registration number: 11543541

Address* to which invoices should be sent:

Mailing address: 47 Iris Grove, Darlington, DL1 1AU

Email address (preferred): We would prefer that the invoice is sent by email to
contact@hindsbuilding.co.uk

Purchase order number requirement (and format of number)

Please identify the dates on which the services were requested and the date on
which the service(s) were completed.

Any specific details required on invoices

The corporate information of Hinds Building Services with correct address
and company registration number along with (as is appropriate) the address at
which the service was carried out

Name of company

Registered corporate address

Company Registration number

VAT Registration number (where applicable)

Bank details: Name of registered bank, bank account and sort code

Where self-employed: full name, address, bank account details: name and
location of registered bank, bank account and sort code; one piece of
identification which matches the name on the bank account

Payment run dates of the month

Invoices received by the 14th of the month will be paid by the 28th of the
month; where the 28th falls on a bank holiday, Saturday or Sunday, the
supplier will be made on the next working day.

Cases in which payment will be made before the usual payment run date

On a case by case basis, it will be agreed with smaller suppliers that they would be paid within 5 working days. This must be agreed with Hinds Building Services in advance of commencing the job.

Date(s) by which an invoice must normally be received and approved to be included in the next cheque run

Invoices must be received by the company by the 14th of the month, where the fourteenth of the month is a Friday, the invoice must be received by 11am. Where it is received after 11am, it will be approved for payment in the following month.

Contact details for invoice payment queries

Name: Lana Ashby
Job Title: Operations Manager
Contact Number: 01325 952954

How are disputed invoices dealt with?

The Operations Manager (or other delegate) will contact the supplier and seek to resolve the dispute. Failing a resolution of the dispute, the matter will be referred to the Managing Director for final resolution. Hinds Building Services will do all in its power to provide clear contractual terms prior to proceeding to reduce the possibility of difficulties arising. As noted above, there is an equal obligation on suppliers to ensure that you understand the terms of the agreement before proceeding.

Normal expected timescale for invoice approval from receipt

Invoices submitted by the 14th of the month will usually be approved within two working days and processed for payment within 14 days

Other important information for suppliers

Noted above.