

## **THIS DOCUMENT CONTAINS INFORMATION IN RELATION TO REDCAR & CLEVELAND BOROUGH COUNCIL'S STANDARD PAYMENT TERMS AND HOW TO SUBMIT A COMPLIANT INVOICE**

### **Working with Redcar and Cleveland Borough Council**

Redcar and Cleveland Borough Council's standard payment terms are 30 days (28 days for Construction suppliers) from receipt of a valid undisputed invoice into Accounts Payable ([redcaraccountspayable@redcar-cleveland.gov.uk](mailto:redcaraccountspayable@redcar-cleveland.gov.uk)). If you have a Legal contract with Redcar & Cleveland Borough Council which states you have agreed non-standard payment terms, please notify us by responding to this email and attaching a copy of the signed contract.

**NB: If you are supplying goods or services to a School, please send your invoice directly to the relevant School.**

### **Standard Invoice Process for the Supply of Goods & Services - No PO, No Pay Policy**

All Redcar & Cleveland Borough Council Purchase Orders will include a valid Purchase Order number. To ensure that your invoice is paid in a timely manner, you must include a valid Purchase Order number on your invoice prior to submission.

If you submit an invoice without a valid Purchase Order number on it, your invoice will be returned to you from the following email address: '[noreply@proactis.com](mailto:noreply@proactis.com)', as per the Council's 'No PO, No Pay' Policy and your payment will be delayed.

If you have not been issued with a Purchase Order number, you must contact the relevant Council Officer who the goods/services/works were delivered to and ask them to provide you with a valid Purchase Order number.

Once the Purchase Order number is obtained, please populate the Purchase Order number box within the email you have received from '[noreply@proactis.com](mailto:noreply@proactis.com)', this will then update the Council's financial system and retain the original invoice receipt date. Returned invoices will activate a total of 5 reminders being sent to you, if the emails are not responded to, the link will expire, and you will need to resubmit your invoice.

**All Council Officers are aware that a valid Purchase Order number must be provided to suppliers prior to receipt of goods/services.**

### **Key Points to ensure Invoices you submit are compliant and paid in a timely manner**

Always include on your Invoices the following information:

- Your organisation name, address and contact details
- A valid Purchase Order number
- The correct invoice date (we cannot accept invoices dated in the future)
- Your unique Invoice number (this will be recorded in our ERP system and will be included on your remittance advice or in relation to any other correspondence with you)
- Your VAT registration number (if you are VAT registered)

- A clear description of the goods/services/works provided
  - Quantities, net amount, VAT amount (if applicable) and total amount
  - If VAT is applicable, include the VAT rate, ie 20% or 5%
- All Invoice/Credits must be addressed to 'Redcar and Cleveland Borough Council
  - All Invoices/Credits must be sent via email as a PDF document attachment to [redcaraccountspayable@redcar-cleveland.gov.uk](mailto:redcaraccountspayable@redcar-cleveland.gov.uk). Any supporting documents to the Invoice/Credit must be incorporated into the same PDF file as the Invoice/Credit you are submitting and not attached separately within the email as each attachment will be treated as a new separate document within our financial system.
  - The PDF document provided must not have security applied and must be attached to the original email, not embedded as part of a forwarded email.
  - The PDF document must not include invalid characters eg, \ / : \* ? < > | in the filename as this will result in the document not being able to be imported into our ERP system for processing.
  - Each attachment to your e-mail must be uniquely named.
  - Your Invoice/Credit must be electronically typed and not handwritten.
  - Where possible PDF images must be generated by your operating system and not be an image scanned on a multifunction device or copier. It is recommended that the PDF file sizes be kept as low as possible; ideally less than 150KB.
  - If you are a Construction Industry Supplier (CIS), your invoice must include labour and materials separately.

We can only accept Invoices/Credits that are compliant with the above requirements, any documents that do not meet the above criteria will be returned to you resulting in delays to your payment. All Invoices, Credits, Statements or Queries must be sent via email to: [redcaraccountspayable@redcar-cleveland.gov.uk](mailto:redcaraccountspayable@redcar-cleveland.gov.uk)

If you are signed up to Redcar and Cleveland Borough Council's Supplier Incentive Programme (SIP) please follow the instructions you were provided with when signing up.

## **SUPPLIER INCENTIVE PROGRAMME (SIP)**

In January 2025, the Council is implementing the Supplier Incentive Programme (SIP), an early payment programme in partnership with Oxygen Finance Limited.

The programme enables suppliers to be paid earlier than the standard term in exchange for a small pre-agreed rebate. The rebate is applied as the Invoice is paid and is proportionate to how many days payment have been accelerated.

Payment should be received by the supplier no later than day 10 and the sliding scale rebate is only applied if the Invoice is paid earlier than 30 days. The earlier the payment, the higher the rebate applied within a set sliding scale. Suppliers who are signed up to SIP, must send their invoices to a priority email address which will be provided to you when you sign up.

Please see the attached document from Oxygen Finance or click the link for further information on the SIP Programme: [Supplier Incentive Programme | Redcar and Cleveland](#).

If you have received this email and are not involved with the raising of invoices, please pass this communication on to the relevant person within your Organisation.