

No PO No Pay FAQs

Q1: What is No Purchase Order No Pay?

No PO No Pay is one of Newport City Homes' key financial control measures to ensure that payments are made only to suppliers and contractors where the supplied invoice contains a valid official purchase order (PO) number or Job number (unless a pre-agreed exception applies)

Q2: Why a No PO No Pay financial control measure?

No PO No Pay ensures that Newport City Homes only pays for goods, services and works which have been properly ordered and authorised. It also ensures invoices received by the Accounts Payable team can be processed efficiently to minimise delay to suppliers and contractors. Invoices received by the Accounts Payable team without a valid PO number will not be paid and will be returned to the supplier.

Q3: When does No PO No Pay come into effect?

No PO No Pay will apply to all orders of goods, services and works placed on or after 1st September 2020, and invoices received on or after this date.

Q4: From when should I ensure that I have a valid Purchase Order Number?

Newport City Homes has operated a PO policy for a number of years although in the past invoices without a PO have been paid. As a result of full enforcement all commitments for goods, services and work must be made using a PO.

Suppliers must not, under any circumstance, accept any verbal or written order from a Newport City Homes employee unless a valid PO number is given unless a current exception applies as outlined in our letter.

Q5: How does No PO No Pay work?

No PO No Pay requires all invoices submitted by suppliers and contractors to contain an official PO or Job number. In all circumstances, the PO or Job number:

- will be generated from Newport City Homes' corporate purchasing system, and
- given to the supplier or contractor before making any commitment to spend Newport City Homes monies.

Q6: What is a valid PO number sequence/format for Newport City Homes?

All valid PO numbers are issued in a department/number format
For example: HR/316, DEVE/1258

All Valid Job numbers are issued in M12345 format with the alphabetical character changing at the start of each financial year on 1st April.

Q7: Will I only receive POs through email?

All POs will be emailed to the email address provided in your supplier details. PO numbers can also be confirmed over the telephone, but for your own records you should ask for the copy.

Q8: What should I do if I don't receive a PO?

Contact the person who placed the verbal or email order and ask for a formal PO.

Q9: How do I know that the PO has been approved at the correct level of authority?

POs will only be produced by our corporate procurement system once authorised by the appropriate person.

Q10: Will I be paid quicker if I quote a PO number?

Newport City Homes' standard payment terms for invoices submitted against a PO are 30 days from date of invoice.

Invoices may be delayed for payment if conditions exist that lead to the invoice being disputed.

However, invoices received without a valid PO number quoted will not be paid and will be returned. This may lead to a delay in the payment process.

Q11: An invoice has been returned requesting a valid PO number must be quoted. How can this be obtained?

You should contact the person who placed the original order instruction and ask them to provide a valid PO number. When obtained you should send a replacement invoice quoting the valid PO number to nch.payables@newportcityhomes.com as a PDF.

We will not register the incorrect invoice in our system.

Q12: What should I do if I have sent an invoice quoting a valid PO number and my payment appears to be delayed?

Contact nch.payables@newportcityhomes.com

Invoices may be disputed for a number of valid reasons that may include, but not limited to:

- PO number quoted on invoice is closed or complete
- PO number quoted does not match the issued PO
- Invoice quantities, description, dates or pricing do not match those on the quoted PO number.