

Procurement guidance for Octavia suppliers

No PO No PAY (No Purchase Order No Payment) Policy

Octavia is committed to creating vibrant communities and better lives for all. We recognise that we need to improve the way we buy goods, services and works, in order to better serve the people who use our services. A key change we've implemented is a No PO No Pay policy.

Q1: What is No PO No Pay?

No PO No Pay is one of our key policies to ensure that payments are only made to suppliers and contractors where the supplied invoice contains a valid official purchase order (PO) number, unless a pre-agreed exception applies.

Q2: Why a No PO No Pay policy?

No PO No Pay ensures that Octavia only pays for goods, services and works which have been properly ordered and authorised before receiving an invoice. It also ensures invoices received by our Transaction team can be processed efficiently to minimise delay to suppliers and contractors. Invoices received by the Transaction team without a valid PO number will be returned to the supplier, which might severely delay the payment process.

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

From 5 December 2022, No PO No Pay applies to all orders for goods, services or works placed with Octavia.

Q4: How does No PO No Pay work?

No PO No Pay works by requiring all invoices submitted by suppliers and contractors to contain an official PO number. In all but exceptional circumstances the PO number will be:

- Generated from Octavia's P2P system Compleat

- Given to the supplier or contractor before making any commitment to the order

In exceptional cases, if a PO is unavailable a requisition number should be requested, which is an unauthorised PO number.

Any invoice received by the Transaction team that does not quote a valid PO number will be returned to the supplier which could result in severe delays in the supplier being paid. There are exceptions to this general rule, and these are listed in Q5.

Q5: What exceptions apply to the No PO No Pay policy?

Only in the following circumstances is a valid PO number not required:

- Council tax
- Business Rates
- Utilities
- Service Charge
- Suppliers who are paid by direct debit
- Suppliers whose job is authorised by works order

Q6: I have supplied goods or services to Octavia; where do I submit my invoice?

Please send the invoice to invoices@octavia.org.uk, quoting the PO number on the invoice AND in the subject of the email. Please ensure the buyer is cc'd into the email.

Q7: I have submitted an invoice without a PO number by mistake, what should I do?

The invoice will be returned to you by the Transaction team. You should contact the Octavia member of staff who gave the original instruction to supply the goods, services or works and ask them to provide a PO number. Once obtained, please re-submit your invoice ensuring that the PO number is quoted.

Q8: Will I get paid quicker if I quote a PO number?

Unless agreed otherwise, an approved invoice will be paid on the first available periodic payment. After implementation of the No PO No Pay policy, invoices received without a valid PO number may not be paid and may be returned to the supplier, unless they are



covered by an exception (see Q5).

Q9: In the past invoices without a PO number have been paid by Octavia. Will this still happen?

No. No PO No Pay policy sees invoices without a valid PO number as not being recognised and they will be returned to the supplier, unless they are covered by an exception (see Q5).

Q10: An invoice has been returned requesting a valid PO number to be provided. How do I obtain this?

You should contact the Octavia member of staff who gave the original instruction to supply the goods, services or works and ask them to provide a PO number. Once obtained, please re-submit your invoice ensuring that the PO number is quoted.

Q11: What should I tell my team?

Please ensure that all your staff who receive orders to supply goods, services or works to Octavia are aware of No PO No Pay and insist on being supplied with an official PO number.

Q12: Where do I get further information on selling goods or services to Octavia?

Please visit our website at octaviahousing.org.uk or if you have any specific questions then please email them to p2p@octavia.org.uk.