

Dear Supplier,

### **Important Supplier Information**

This document has been sent to you as you have now been registered on our system as a supplier of goods or services.

The University of Salford follows a 'No PO, No Pay' policy which means that without a valid Purchase Order issued by the University, payment of supplier invoices will be delayed.

All suppliers of goods or services to the University should only accept a verbal or written order when a Purchase Order number is provided. A Purchase Order number will be provided by a member of staff from the University and should be provided before the goods or services are received.

**If the goods or services have already been provided to the University, and you have not received a Purchase Order you must contact the member of University staff who gave the original instruction to supply the goods / services and ask them to provide a valid Purchase Order number.**

Once a supplier has received their Purchase Order, they will be able to quote the Purchase Order number on their invoice and submit this to the University for payment. All invoices **must** quote an official University Purchase Order number. Any invoices which are received without a valid University Purchase Order will be returned to the supplier with a request to reissue quoting the University Purchase Order number. All invoices must be sent to [invoices-finance@salford.ac.uk](mailto:invoices-finance@salford.ac.uk).

Unless previously agreed with the University, our payment terms are 30 days.

Below is a set of frequently asked questions regarding supplier Purchase Orders. If you have any questions which are not answered by the FAQ's, please email [finance-purchaseorder@salford.ac.uk](mailto:finance-purchaseorder@salford.ac.uk) with your query and a member of the Purchasing team will get back to you.

At the end of this document there is a blank Purchase Order form. Please note this is left blank intentionally and is not to be filled out by the supplier. It is provided purely as an example of what you can expect to receive when your Purchase Order is issued.

Yours sincerely,

**Dave Horton**

**Head of Procurement**

## Frequently Asked Questions (FAQ's)

### **Q. Why does the University implement this policy of No PO, No Pay?**

The policy has been implemented to increase efficiency in the procurement process across the University of Salford. The benefits to suppliers include a streamlined process for payment of invoices within terms of trade (if a PO number is quoted) and reduced processing costs for the University.

### **Q. Will I be paid any quicker if I quote a PO number?**

Standard payment terms are 30 days from date of invoice. 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.

### **Q. What is the PO number sequence for University of Salford?**

All valid PO numbers for the University of Salford are in the format 7nnnnnn where 'n' is a number.

### **Q. Past invoices without a PO number have been paid by the University of Salford. Will this still happen?**

As a result of formalising our purchasing arrangements, all financial commitments for goods and / or services must be made using a Purchase Order. As part of the 'No PO, No Pay' policy the supplier is expected to put the valid PO number on their invoices, otherwise it will be returned.

### **Q. An invoice has been returned requesting a valid PO number be quoted. How can this be obtained?**

You should contact the member of staff who gave the original instruction to supply the goods / services and ask them to provide a valid PO number. When obtained, you should send a replacement invoice quoting the valid PO number to [invoices-finance@salford.ac.uk](mailto:invoices-finance@salford.ac.uk).

### **Q. What should I do if I am not a supplier and I have received a letter?**

Some individuals who have received payments / grants from the University in the past have been recognised in our accounting system as suppliers. If you have received a letter and do not provide us with goods and / or services, please disregard this letter and accept our apologies for the inconvenience.

### **Q. Which Schools and Professional Services are affected by this policy?**

All Schools and Professional Services within the University of Salford are covered by this policy.

**Q. I have supplied the University for many years without a Purchase Order – why is it different now?**

You will be paid promptly and reliably when you supply goods or services to the University as the Purchase Order will be a formal confirmation of the University's requirement and will show the correct address for invoicing.

**Q. Will I only receive Purchase Orders through the post?**

No, Purchase Orders will usually be emailed to the email address provided in your supplier details, however they can be faxed or mailed if necessary. Purchase Order numbers can also be confirmed over the phone, but for your own records you should ask for a copy of the order.

**Q. What happens if I receive a Purchase Order and it does not seem to be correct?**

Contact the person who placed the Purchase Order initially (contact details will be provided on the order) and ask for clarification. If necessary, the original Purchase Order can be cancelled, and a replacement issued.

**Q. What should I do if I don't receive a Purchase Order?**

Contact the person who placed the verbal or email order and ask for a written Purchase Order, or as a minimum, a Purchase Order number.

**Q. How do I know that the Purchase Order has been approved by the correct level of authority?**

Purchase Orders will only be produced by our system once authorised by the appropriate person.

**Q. What should I do if I have sent an invoice and my payment appears to be delayed?**

Contact the person who placed the order or is named on the Purchase Order. Invoices may be disputed for any of the following reasons and will always be sent back to the supplier address they were received from with an email stating why they have been disputed.

- No Purchase Order number quoted on the invoice
- Purchase Order number quoted is now finished
- Purchase Order number does not match the University of Salford's issued order
- Purchase Order number does not match the description/dates on the invoice
- Multiple Purchase Order numbers are quoted on one invoice. Please send individual invoices for each Purchase Order number
- Multiple invoices in one PDF document. Please send one invoice per PDF file
- No invoice number quoted

**Q. Will I still get paid if I forget to include the Purchase Order number on my invoice?**

All invoices **must** quote an official University Purchase Order number. If this is not provided, the invoice will be returned to the sender and may result in a delay in payment.

**Q. Who will send me the Purchase Order?**

The Purchase Order will usually be emailed over to you, to the address provided by yourself in the new supplier set up details which would have been requested by us. If necessary, the Purchase Order can also be sent via fax or post. The purchase order will show as having been sent by [finance-purchaseorder@salford.ac.uk](mailto:finance-purchaseorder@salford.ac.uk) however this is an automated process and any purchase order queries should be sent to the name quoted on the purchase order.

**Q. Will additional information be attached to a Purchase Order?**

The requestor will view the Purchase Order before it is issued so can attach anything necessary to it, so that it reaches you complete. If you believe there to be anything missing from your Purchase Order, please contact the requestor.

**Q. What if I don't understand the details on the Purchase Order?**

You will need to query it with the person named on the Purchase Order as requesting the goods and / or services.

**Q. If I usually receive Purchase Orders by phone can this still continue?**

Yes. However you need to ensure that a Purchase Order number is quoted and that the Purchase Order number is quoted on your invoice.

**Q. Does the policy also apply to internet Purchase Orders?**

Yes. The Purchase Order should still quote a Purchase Order number and you would still have to quote the Purchase Order number on your invoice.

**Q. What happens if I am asked to provide goods and / or services in an emergency?**

There may be instances when an urgent order is needed and it may not be possible to create a Purchase Order number before the goods and / or services are received by the University. In this case, a requisition number will be quoted to you so that you may process the order. This method is for emergencies only, and a valid Purchase Order number will follow.



**THE UNIVERSITY OF SALFORD  
PURCHASE ORDER**

**IMPORTANT NOTICE TO SUPPLIERS**  
1. THE ORDER NUMBER MUST BE SHOWN ON ALL CORRESPONDENCE.  
2. DELIVERIES MUST BE ACCOMPANIED BY A DELIVERY NOTE QUOTING THE OFFICIAL UNIVERSITY ORDER NUMBER.

VAT Number - GB 712 4635 56

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**Delivery Address**

Salford University
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In case of query please contact :  
Telephone number :  
Email:

Order Number	
Supplier ID	
Order Date	
Delivery Date	

**Invoice Address**

Salford University 43 The Crescent Salford M5 4WT
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Your Reference :

PRODUCT	DESCRIPTION	QUANTITY	UNIT PRICE	AMOUNT GBP
<b>Order Total GBP</b>				

UNIVERSITY STANDARD TERMS AND CONDITIONS APPLY  
A COPY OF THE TERMS AND CONDITIONS CAN BE OBTAINED UPON REQUEST