

Suppliers Guide – How to get paid

Introduction

This guide provides information to suppliers and contractors that are providing goods and services to GW Highways Ltd (GWH). It details the steps they need to take to ensure they are paid for these goods and services promptly.

Official Orders

It is GW Highways' policy that all procurement of goods and services must be confirmed with an official order. There are only a few authorised exemptions to this policy.

Orders are issued electronically and therefore suppliers are required to provide a valid email address before orders can be raised.

The official order number must be quoted on all supplier invoices. Failure to do this will delay the processing of the invoice and subsequently the payment.

In addition, if there is no order number quoted on the invoice we reserve the right to dispute the invoice and withhold payment.

Receipt of Invoices


Suppliers are encouraged to send invoices electronically in PDF format as attachments to:
accounts@gwhighways.co.uk

Suppliers are discouraged from posting invoices, but in a situation where this is the only option they should be sent to:

GW Highways Ltd
39 Kings Hill Avenue
Kings Hill
West Malling
ME19 4ER

Authorisation of invoices

Invoices should be marked with a unique invoice number and include company number and/or VAT registration number as required.



The invoice should clearly set out the nature of the goods or service provided and include the official order number. Where applicable the site address should also be included. GWH reserves the right to return invoices that do not display a current valid official order number.

The invoice should be dated (tax point) and include the date the services or goods were delivered. The value should be broken down to show the net and VAT values, when VAT is charged on the invoice.

Payment terms

It is expected that invoices should complete our authorisation process within 14 days and our default payment terms are 30 days, but shorter periods are possible where provided by contract terms or mutual agreement.

Disputed Invoices

If an invoice is disputed, it is the responsibility of a member of the GWH finance team to contact the supplier and Agree a resolution.

Disputed invoices are flagged in the creditor ledger and will not be paid until the dispute is resolved.

Payment of Invoices

GWH's policy is to make all payments to suppliers by BACS transfer. Cheque payments will only be made in exceptional circumstances and cash payments will never be made.

Contact details

Queries concerning an order, the goods of services supplied, or any other dispute should be addressed to the GWH team member who raised the order. Their contact details will be stated on their official order form.

Queries concerning the payment of an invoice should be directed to the GWH finance team.

Telephone: 03330 342500

Email: accounts@gwhighways.co.uk