

Invoicing us

Purchases from suppliers for goods and services must be supported by a purchase order (PO).

Before agreeing to supply and providing the goods or services, we advise all suppliers to ensure they have been sent a valid PO for the order. The PO will be sent to you by email by the purchasing council officer and this alone will confirm that the purchase has been approved by the council for payment. If you do not have a PO for the order, payment may be delayed or suspended to allow an enquiry into the purchase.

The PO will give you an order number beginning 'WE', this should be quoted on your invoice, along with the name of the council officer who ordered the goods and services, and any original invoice number or quote reference you gave to the council. Payment of invoices that are submitted with incomplete reference information may be delayed. Your invoice should be sent to the Supplier Payments Team, Finance Department, London Borough of Hounslow, Lampton Road, Hounslow TW3 4DN or by email to finance.payments@hounslow.gov.uk.

Supplier statements should be sent to the Supplier Payments Team, Finance Department, London Borough of Hounslow, Lampton Road, Hounslow TW3 4DN. Supplier statements can be sent via email to finance.payments@hounslow.gov.uk.

We aim to pay all of our invoices within the original payment terms agreed with suppliers. We pay all our suppliers by BACS direct into their bank account in cleared funds; they can be used on the day they arrive in your bank account. There are also lower bank administration costs and no delays through the cheque clearing process.

A remittance advice will be sent to you by e-mail advising you of the details of the payment. We should hold an email address for you from your set up as a supplier, however, if you want to ensure we have the correct information, please email supplychain@hounslow.gov.uk with up to date details.

It is your responsibility to advise us of any changes which may affect your payments and our communications with you. Please forward any details regarding future changes to bank details and contact details to supplychain@hounslow.gov.uk.

We have BACS payment runs on Tuesdays and Fridays each week. Payments included in these runs will credit the payee's bank account two days later, that is, on Thursdays and Tuesdays.

In exceptional circumstances, we may consider paying a supplier by cheque. We have a cheque payment run on Tuesday each week. Cheques produced will be posted second class on the following Thursday.

Invoice queries

Invoices are processed for payment by a central team in the finance department based at the Civic Centre. If you have a query concerning the payment of an invoice you can contact the supplier payments team: finance.payments@hounslow.gov.uk.

Please quote:

- Your company name
- Your company address
- Your Invoice number
- Our purchase order number
- The name of officer who placed the order with your organisation

We aim to answer all emails within five working days. Alternatively you can contact the team by telephone on 020 8583 2216. The telephone lines can be busy as some queries can take up to 10 minutes to be resolved.

If there is a dispute regarding your invoice, payment will be delayed until the dispute is resolved. Complaints regarding invoice payments can be submitted via the complaints section on our website: www.hounslow.gov.uk/complain. We encourage suppliers to sign up to the government's Prompt Payment Code which can be found at: www.promptpaymentcode.org.uk.