

A2Dominion Housing Group Purchase to Pay Process FAQs

What is the “No PO, No Pay” Policy

A2Dominion Housing Group (and its subsidiaries) has operated a 'No Purchase Order, No Pay' policy for the ordering and payment of goods, works and services since 2019. This policy is a key financial control measure, to ensure our financial commitments are approved and budgeted when the goods/services are procured. When accepting orders for goods/services from A2Dominion Housing Group all suppliers must obtain a valid Purchase Order (PO) – this will be provided by the buyer who places the order with you.

How will I be notified of the PO number?

A2Dominion has a number of 'Buyers' across the business who are responsible for the management of their department's Purchase Orders. The Buyer within A2Dominion will provide this information. The Buyer's details will be provided on the purchase order. The Buyer should provide this purchase order number via email or directly from the purchase order system.

Each purchase order will have a unique reference number. Dependant on which part of our business has procured the goods/services will determine the PO number sequence.

It will consist of a 2-digit suffix + 9-numeric prefix format, for example:

A2Dominion Housing Group	PN110XXXXXX
A2Dominion Developments Ltd	PN510XXXXXX
West King Street LLP	PN560XXXXXX
Pyramid Plus London	PN720XXXXXX
Pyramid Plus South	PN710XXXXXX
Green Man Lane LLP	PN550XXXXXX
A2Dominion Treasury	PN410XXXXXX
A2Dominion Finance	PN420XXXXXX

I have supplied the goods/service and I don't have a PO number, where can I get this from?

It is generally advisable not to provide goods or services without a purchase order from A2Dominion. But there may be exceptional circumstances in terms of the impact of non-delivery and a desire not to harm the existing goodwill between A2Dominion and a supplier. If for some reason, you have not been provided with a purchase order number then please contact the Buyer at A2Dominion who you would normally receive the order from.

Where do I submit my invoice / credit note?

Please ensure you send one single PDF per invoice/ credit note and appendices quoting a Purchase Order via email to invoice.pending@a2dominion.co.uk - when sending multiple invoices ensure that a single PDF contains a single invoice. This is to ensure that our invoice scanning software is able to capture each individual invoice correctly for processing.

When submitting your email and invoice, please quote 'INVOICE - your company name + PO number' in the subject of your email.

What should an invoice / credit note to A2Dominion include to enable payment on time?

Please ensure that your invoice includes the following to ensure that A2Dominion is able to register and process it within the agreed payment terms:

- The supplier's name
- The A2Dominion company being invoiced (as stated in the purchase order)
- Date of invoice
- Invoice number
- A2Dominion purchase order number
- Description of the goods, services, works that have been provided
- The value of the invoice with a breakdown of VAT being applied
- VAT registration number
- bank account to be paid

A sample invoice is included at the end of this FAQ document to provide an example of an invoice with the above details provided.

What will happen if I don't quote a PO number on my invoice?

Any invoice received without a valid PO number will not be processed and will be returned to you - this may cause a delay in the payment of your invoice. A2Dominion Housing Group will not be liable for any charges imposed as a result of late payment under these circumstances. A2Dominion Housing Group standard payment terms are 30 Days unless different contractual payment terms have been agreed in advance.

Who should I contact regarding a Purchase Order?

For any issues regarding the purchase order or an invoice against that purchase order, then contact the Buyer that is named on the purchase order. Contact details will be on the purchase order as well.

Is there anything I should be doing now?

Ensure that all your staff who receive orders to supply goods/services for A2Dominion are aware of our “No PO, No Pay” policy. They must insist on being provided with a valid PO number at the point of placing the order which must be quoted in the format detailed in section 2 above. The only exception being where the contract has a specific agreement on purchase orders and invoice payments.

How will I be kept informed of any changes to the Purchase Order?

The Buyer at A2Dominion will update you of any changes. If you note the existing Purchase Order is nearing expiry, ensure you have regular contact with the Buyer to obtain a new Purchase Order.

Will changes be made to my purchase order after being received?

Purchase order details may change depending on the nature of the purchase order along with the nature of what is being purchased.

A blanket order, which will have numerous transactions invoiced against it, may require increasing in value or replacing with a new purchase order. It is important that the Buyer and Supplier work together to ensure that the dates of expiring purchase order and the start date of the new purchase orders are clear. Invoices, even with an A2D purchase order number on them, may not be paid against that purchase order if that order has expired.

Your A2Dominion Buyer who provides the purchase order will be your first point of contact regarding any such purchase order queries.

How will I be kept informed of any changes to the “No PO, No Pay” policy?

We will endeavour to keep you updated of any significant changes to our policy or procedure.

There is also a supplier area on A2Dominion’s website where updates will be posted. The website is located at <https://www.a2dominiongroup.co.uk/business-services/become-a-supplier>

Who do I contact at A2Dominion if I have a query regarding invoices?

For any issues regarding an invoice against a purchase order, you should contact the Buyer named on the purchase order. If that Buyer is unavailable, then an alternative Buyer within the department should be able to assist.

If chasing an overdue invoice, email a statement of account to the relevant Buyer who raised and issued the PO(s). The Buyer will reconcile the statement of account against the PO so that they can:

- check that all invoices being chased have been received,
- request copies of any missing invoices,
- provide an updated PO number if required to settle the overdue invoice
- provide an update on status of invoices.

If chasing for a missing remittance advice email APQueries@a2dominion.co.uk ensuring you provide you Supplier Name, Date payment was received and Value of Payment received within the email.

If for any reason you have received an underpayment or overpayment contact the relevant Buyer who raised and issued the PO(s), copying APQueries@a2dominion.co.uk on any correspondence.

Who do I contact at A2D if our Supplier details are changing?

If any of the below details of your business are changing please email the Buyer and copy in P2P.Procurement@a2dominion.co.uk

- Supplier contact details
- Supplier Name
- Bank details **
- Remittance address
- VAT number **
- Company address
- Company Registration Number
- CIS details

** Please ensure that these changes are provided on Company Letter Head and signed by an authorised signatory.

Sample Invoice

INVOICE

Supplier Name
Address line 1
Address line 2
Post Code

Name of A2D Company being invoiced
[as stated on A2D purchase order]

Accounts Payable
The Point
37 North Wharf Rd
London
W2 1BD

Date:

Invoice Number:

Account Ref:

A2D PO Number:

VAT No.

DESCRIPTION	NET £	VAT £	GROSS £
Description of goods / services / works for which the invoice relates to			
		TOTAL £	

Or remit BACS payments to:

Bank name and branch:

Sort Code:

Account No:

Account Name:

Any queries please call [telephone no] or email [email address]