



Swansea University
Prifysgol Abertawe

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supplierenquiries@swansea.ac.uk

Dear Supplier,

Important Supplier Information (Excludes purchase card transactions)

This document has been sent to as you are registered on our system as a supplier of goods and / or services.

Please note Swansea University will no longer pay invoices that do not quote a valid purchase order, as we operate a 'No PO, No Pay' policy.

Suppliers should only supply goods and / or services to the University once they are in receipt of a verbal or written Purchase Order number (commences with a 2 and is eight digits long).

If the goods and / 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.

The Purchase Order must be quoted on the invoice before submitted to the University for Payment. Any invoice received without a valid University Purchase Order will be returned requesting that you reissue the invoice quoting the University Purchase Order number.

As of the 1st August 2019 the University has introduced a policy of not accepting Pro-Forma invoices. The University standard payment terms are 30 days. In instances where payment needs to be made in advance of delivery, a Tax invoice must be submitted to the University.

It is the Suppliers responsibility to inform the University of any changes to their information including bank account, VAT and Companies House details.

Attached 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 supplierenquiries@swansea.ac.uk with your query and a member of the team will get back to you.

For reference, there is a blank Purchase Order form attached. This has intentionally been left blank as it is merely an example of what you can expect to see when a Purchase Order is issued.

Yours sincerely,

Head of Procurement



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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 Swansea University. The benefits to suppliers includes 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 Swansea University?

All valid PO numbers for Swansea University start with 2 and are 8 numbers in length.

Q. Past invoices without a PO number have been paid by the University. 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@swansea.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 areas of the University are affected by this policy?

All Schools and Professional Services within Swansea University are covered by this policy.



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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 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 (details will be quoted 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
- 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
- No invoice date quoted
- Not addressed to Swansea University
- No VAT amount or VAT registration number (if VAT applies)
- No total amount owed
- No clear description of what you are charging for



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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 requestor (who will likely have discussed the order with you in advance) will issue the Purchase Order to you. 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.

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. But you need to ensure that a Purchase Order number is quoted and you would still have to quote the Purchase Order number on your invoice.



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Archeb Brynu

Yr Adran Gyllid
Parc Singleton, Abertawe, SA2 8PP

Purchase Order

Finance Department
Singleton Park, Swansea, SA2 8PP



To / I:

Deliver to / Danfoner at:

Number / Rhif:

Swansea University
Singleton Park
Swansea
SA2 8PP

Date / Dyddiad:

VAT No / Rhif TAW:

External Ref / Cyf allanol:

Contact / Cyswllt:

Name / Enw:
Phone / Ffôn:

Invoice to / Anfoneb at:

invoices@swansea.ac.uk

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Supplier Code Côd Cyflenwr	Description of goods Disgrifiad o'r Nwyddau	Quantity Nifer	Net Amount Swm Net GBP

Net Value / Gwerth Net

VAT / TAW

Gross Order Value / Gwerth Gros yr Archeb

This order is placed subject to the Swansea University terms & conditions of contract, a copy of which can be obtained from the Purchasing Officer at the University.

Mae'r archeb hon yn ddarostyngedig i amodau a thelerau cytundeb Prifysgol Abertawe y gellir cael copi ohono gan y Swyddog Prynu yn y Brifysgol.

Swansea University is a registered charity No:

Mae Prifysgol Abertawe yn elusen gofreshdig Rhif: