

The logo for Trivallis, featuring the word "Trivallis." in a bold, blue, sans-serif font. The text is centered within a light blue rectangular background that has a subtle gradient and rounded corners.

# Trivallis.

**Annex 8 - Trivallis Payment Guidance**

## Trivallis Payment Guidance

### Trivallis Payment Guidance

1. The supplier payment guidance has been created to outline specific requirements and expectations for suppliers in the payment process in an effort to minimise delays due to invoice discrepancies. Understanding and following the requirements in this guide will help ensure accurate and timely payments. Trivallis is focused on continually improving the payment process in an effort to consistently pay suppliers within the payment terms and increase productivity in both organisations. Only in partnership with our suppliers can we accomplish these goals.
2. The successful supplier will be required to submit invoices in arrears on a monthly consolidated basis, preferably electronically, to [accountspayable@Trivallis.co.uk](mailto:accountspayable@Trivallis.co.uk): or by post to the following address:

Accounts Payable  
Trivallis  
Ty Pennant  
Mill Street  
Pontypridd  
CF37 2SW

### New Creditor Form – Procurement

3. All new suppliers have to be verified and approved by the Trivallis Procurement Department. Once a contract award has been agreed a form will be sent to a nominated contact to complete and return.
4. No purchase orders or invoices can be processed until new a New Creditor form has been received and approved by the Trivallis Procurement Department.

### Purchase Orders

5. All goods, services or works requested by a designated Trivallis Officer **must** carry an official purchase order number. You should **not** accept verbal orders from any staff member and you should not supply goods / services without an order number.
6. Trivallis operates a strict ***no purchase order, no pay*** process, without exception.
7. If you have not received a purchase order number, ***prior to the provision of goods and services***, please ***refrain from delivery***, and speak to your Trivallis contact who will supply you with an order number.
8. To aid in achieving agreed payment times to suppliers it is essential that the official purchase order number is quoted on all correspondence, if absent this will result in return of the document and a delay in payment.
9. The preferred method for delivery of our Purchase Orders is via email to a generic mailbox to minimise any issues with a specific employee who may be absent from work. Please discuss this with your Finance contact if this is to be changed.
10. The order will be despatched electronically, on receipt the supplier is to check the details and any queries relating to prices, delivery times etc should be directed to the officer whose contact details will be included on the order. How to access our terms and conditions will also be included on the order.

## Trivallis Payment Guidance

### Goods Receipting

11. All delivery notes accompanying the goods/service supplied must quote the official order number.
12. Any price, quality or quantity discrepancies compared to the order or invoice may result in a delay in payment. Please discuss with your Trivallis contact.

### Invoices

13. In order that we receive your invoices without delay, please ensure that you send the invoice electronically to the following address: [accountspayable@trivallis.co.uk](mailto:accountspayable@trivallis.co.uk)
14. If you are unable to send Invoices electronically please send By Post to:
  - Accounts Payable, Trivallis, PO Box 81, Pontypridd, CF37 9BR
  - Accounts Payable, Trivallis, Ty Pennant, Mill Street, Pontypridd, CF37 2SW
15. ***Under no circumstances are invoices to be sent directly to staff members of Trivallis.*** Addressing an invoice to an individual staff member provides no trail for Finance, in order to deal with and answer any of your payment queries, and will result in a payment delay.
16. ***Please remember All Invoices must quote the official order number,*** failure to do so will result in the invoice being returned to you and could result in a payment delay. You will be asked to include the order number and resubmit the invoice. If you have not received an order number please speak to your Trivallis contact who will supply you with an order number. The Payments Team at Trivallis will check the invoice and match to the order and receipt details.

### Payment

17. Trivallis is committed to payment of Invoices in a timely fashion. Trivallis will pay any sums due under an Invoice no later than 30 days from that date on which Trivallis has determined the Invoice is valid and undisputed.
18. Payments will be made by Bank Automated Credit System ( BACS ) and it is preferable to include your Bank Details on any invoices.
19. If there is to be a change of bank details please provide this on letter headed paper and send to [accountspayable@trivallis.co.uk](mailto:accountspayable@trivallis.co.uk) or to the postal address outlined above. The Trivallis Payment Team will then carry out the necessary check to verify these details.
20. Payment runs are made once a week on **Wednesday** and all approved and due Invoices will be included. Normal BACS clearance rules apply and the monies will clear in your account on **Friday** of that week.

21. **Disputes**  
Any payment disputes should be resolved with the requesting Officer or Officer responsible for Payment Approval. If your dispute is not resolved within 5 working days please contact the Finance or Procurement Department.

22. **Remittances**  
Remittance advices will be sent to you via email, please include these details on the New Creditor request form.

## Trivallis Payment Guidance

**23. Statements**

Timely and accurate statements are of benefit to both parties in determining the status of your account with Trivallis and allow Finance to chase internally any outstanding monies owed and to assist in resolving any disputes. ***We ask that you supply monthly statements and would appreciate receipt of the information via email, fax or post within five working days of calendar month end.*** Even if there is a zero balance on the account could you please send a brief email to confirm this to the email address supplied.

24. If this correspondence address is not the correct one could you please inform us of the correct address via email to [accountspayable@trivallis.co.uk](mailto:accountspayable@trivallis.co.uk) or alternatively pass this letter on to the correct location/recipient within your organisation.

If there are any problems in supplying the requested information please use the contact details below to speak to one of the Payments Team.

Wendy Cole tel: 01443 494455

Nicola Jones tel: 01443 494419