

PURCHASE TO PAY PROTOCOL

Please read the protocol below – Your invoices will be returned unpaid if these are not complied with.

Purchase Order Numbers

Orders from Brighton & Sussex University Hospitals NHS Trust (the Trust) should only be accepted when an official purchase order, generated by the Procurement Department, has been received by fax, email or post. The format of this order will be a seven digit number beginning with '2'. No changes to this order, including substituted items, will be accepted unless specifically agreed in writing by Procurement and an amended copy of the purchase order sent. Items that have not been ordered must not be supplied. No price alterations will be agreed if the original price has previously been accepted against a tender or quotation.

Under no circumstances should telephone orders be accepted unless supported by an official purchase order number, a copy of which will be sent as confirmation. Verbal amendments to purchase orders (i.e. requesting additional items) should also not be accepted unless confirmed in writing by Procurement and an amended copy of the purchase order sent.

All invoices must match purchase orders or they will be returned unpaid. Price increases between the date of the purchase order and the invoice will not be accepted.

All delivery notes, invoices and other correspondence received **must** quote an official purchase order number provided by Procurement. It is critical that the whole purchase order number is quoted on delivery notes and invoices. No other order numbers will be accepted. Please ensure all intermediaries delivering goods have the correct purchase order number on all documentation requiring a signature.

To avoid confusion, 7 digit requisition numbers beginning with '1' are not purchase order numbers and are not acceptable as a substitute for the official purchase order number.

Procurement Contact Details

For queries with your purchase orders, please note that our Procurement Department contact details are:

Phone: 01273 523440
Fax: 01273 664830
Email : procurement.tenders@bsuh.nhs.uk

For general enquiries where there is no purchase order number, please phone the number above.

Prices and Stock Outages

All price changes, product code and description changes or deleted items should be notified, by email, to the buyer. All stock outages should be communicated, by email, as soon as possible.

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Terms and Conditions

NHS Standard Terms and Conditions for Supply of Goods or Services (copies available on request or refer to the website www.dh.gov.uk) will apply to all purchases made by the Trust unless other terms and conditions are formally agreed in writing between the two parties in advance. Where alternative terms and conditions are in force the Contract or Agreement Number will be clearly stated on all purchase orders and these alternative terms and conditions will take precedence.

Delivery Point

All deliveries of goods should be made to the address stated on the order between 7am and 4pm Monday to Friday. **Failure to deliver to the location indicated will result in invoices being returned unpaid.** Changes to the delivery address must only be made in writing to Procurement and should never be accepted via the telephone.

Where an exception is made for delivery to an alternative location, the alternative address must be clearly stated on the outside of the package and the delivery company/ courier must be informed not to deliver to Receipt and Distribution.

Delivery Notes

Delivery notes should always be affixed to the outside of delivered items and should clearly display the official purchase order number. **Failure to follow these instructions will result in the goods being refused and associated invoices will not be paid.**

All consignments should be clearly labelled and numbered appropriately (box 1 of 2, 2 of 3 etc) as paperwork is often only attached to a single box and can result in batches becoming separated.

All deliveries must be signed for by the appropriate Trust representative as a record of being received, with a clearly identified and dated signature. **Invoices without a clearly identifiable receipt will not be paid.**

Invoices

To ensure that invoices are paid within the settlement period, all future invoices raised on the Trust **must** be sent directly to the following address:

Accounts Payable
Level A4
Brighton General Hospital
Elm Grove
Brighton
BN2 3EW

Any invoices sent elsewhere (even within the Trust) will be returned to you unpaid and therefore be subjected to delayed payment.

Invoices will not be paid unless an official purchase order has been raised by the Trust. Accordingly, all invoices **must** quote a valid Trust

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purchase order number, failure to do so will result in the invoice being returned unprocessed and unpaid. If an invoice is returned, a copy of the official purchase order **must** be attached when it is re-submitted, failure to comply will result in the invoice being rejected and returned again.

Accounts Payable contact details:

For invoice queries, please note that our Accounts Payable Department may be contacted on :

Telephone: 01273 696955 x 5002

Cheque with orders/Pro-forma Invoices

Forwarding a cheque with an order or paying pro-forma invoices i.e. prepayment without an official invoice, is contrary to the Trust's standard business practices and as such will only be processed in exceptional circumstances. Where a supplier insists on such a practice, the Trust will actively attempt to source the required goods or services from alternative suppliers. All suppliers are expected to only receive payment against their official invoice.

Administrative Charge

Non adherence to any of these terms may result in an administrative charge of £60 being applied, at the discretion of the Trust. This administration charge will be raised as a credit note and allocated to the supplier accounts. We reserve the right to net this charge off your invoice as per the NHS Terms and Conditions.

Acknowledgement

Acknowledgement of these protocols must be sent to procurement.tenders@bsuh.nhs.uk and fulfilment of our purchase orders from 1st October 2010 will be taken as your formal acceptance of this protocol.

Procurement Department
Brighton & Sussex University Hospital NHS Trust