

How to help us pay your invoice on time

This leaflet sets out the points you need to remember to minimise delays in payment of your invoices. Please read carefully and follow the guidelines.

Avoid delays in payment – **Never**

- Accept a request for goods or services without receipt of a valid TfL or GLA Purchase Order
- Invoice unless you have a valid Purchase Order Number
- Accept verbal communication of Purchase Order number as this does not guarantee that the Purchase Order is activated for use
- Forward invoices to any address other than that stipulated as the '**Invoice to**' on the Purchase Order
- Accumulate invoices
- Use prices, quantities or descriptions that differ to the Purchase Order
- Submit invoices with more than one Purchase Order
- Submit invoices which in total are in excess of the Purchase Order value

For queries regarding invoices contact Accounts Payable on **0343 222 5100** or **accountspayable@tfl.gov.uk**

Please ensure you have to hand: your Vendor Account Number and Purchase Order Number.

Help us to pay on time – **Always**

- Send invoices as soon as possible by email to: Invoices@tfl.gov.uk
- All documentation must be formatted as PDF or TIF
- Each invoice/credit note must be a separate attachment and any supporting documents must be included within the PDF or TIF. ie one single document
- There should be no more than 20 invoices per email, each attached separately
- Ensure that each image is clear and legible
- Submit valid VAT invoices (unless you are not registered for VAT)
- Include the TfL or GLA Purchase Order Number and line number. eg 3100987654/10
- Ensure quantity and pricing units are consistent with the Purchase Order
- Ensure descriptions of goods/services match with the Purchase Order
- Include the address to where goods were despatched or services provided
- State the date on which goods were despatched or services provided
- Retain proof of delivery in case of query
- Correctly address your invoice or credit note to the Entity as detailed on Purchase Order
- Ensure each credit note quotes the invoice and Purchase Order to which it refers

Help us to pay your invoice on time



How to understand our Purchase Orders

This leaflet sets out the points you need to remember to minimise delays in payment of your invoices. Please read carefully and follow the guidelines.

Your company name and address

This is how to address your invoices

This is where your goods are to be delivered or services provided

*Goods or services are identified by a line number

*This is the description of goods or services requested

*This information must be included on your invoices ensuring each line item is listed separately

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Purchase order

Vendor address
XYZ Company
123 Xyz Street
London
XY12 3XY

Invoice to
TfL Corporate
Accounts Payable
1st Floor
PO Box 45276, 14 Pier Walk
London SE10 1AJ
Telephone: 0343 222 5100
Fax: 020 3054 5331
email: invoices@tfl.gov.uk

Delivery address
London Bus Services Ltd
Floor 1,
172 Buckingham Palace Road
London
SW1W 9TN

Instructions to vendor
The supply of goods/services under this purchase order is subject to the Purchase Order Conditions of Contract which are available on www.tfl.gov.uk or available on request from the contact named below. Supply of goods or services under this purchase order indicates your acceptance of such conditions.

Item	Description	Quantity	UM	Net price	Total price
0010	Name Badges Delivery Date: 18.08.2009 Cost Centres: 10557 Company code: 1001	1,000,000	EA	0.20	200.00
0020	Badge Mounts Delivery Date: 18.08.2009 Cost Centres: 10557 Company code: 1001	1,000,000	EA	0.40	400.00
Sub Totals					600.00
Total Cost (excl. VAT)					600.00

Procurement Department: Fac - Office servs/A N Other/020 1234 8901 **Date:** 18.08.2009
VAT number 756 2769 90

MAYOR OF LONDON If you have problems reading this text please call 020 71262811

This is your requisitioner's name and telephone number

*This is the Purchase Order Number that must be quoted on each invoice. If your invoice does not quote a valid Purchase Order Number it will be returned

This is your Vendor Account Number

Invoice only in this currency

*This is the quantity of items requested

*Price per item

This is your Procurement Agent's name and telephone number

For queries regarding invoices contact Accounts Payable on **0343 222 5100** or accountspayable@tfl.gov.uk

Accounts Payable, PO Box 45276, 14 Pier Walk, SE10 1AJ

Group Property Accounts Payable, PO Box 45277, 14 Pier Walk, SE10 1AL

Please ensure you have to hand: your Vendor Account Number and Purchase Order Number.