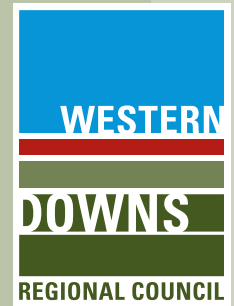


# Frequently Asked Questions Purchase Order Payment Process



## **Why a Purchase Order Payment Process?**

Western Downs Regional Council only pays for works, goods and services that have been properly ordered and authorised in accordance with Council's Procurement Policy.

The process ensures invoices with a valid Purchase Order number are received by Accounts Payable and processed efficiently to minimise delay to suppliers and contractors. Invoices received without a purchase order number may delay payment to the supplier and may be returned for clarification.

## **When does the Purchase Order Payment Process come into effect?**

The process will be implemented from 1 October 2020 and applies to all orders for works, goods and services placed with Council. However, we encourage all suppliers to implement purchase orders on invoices as early as possible.

## **How does the Purchase Order Payment Process work?**

Council Officers will raise a purchase order and provide it to you, as the supplier, which authorises you to perform the required works/services or provide goods to Council. Upon performance of the works/services or delivery of goods, you will invoice Council. The Purchase Order Payment Process requires these invoices to state the provided purchase order number.

## **Can a supplier accept work without a valid Purchase Order?**

Suppliers are not, under any circumstances, to accept any verbal or written order from a Council Officer unless a valid purchase order number is given, or an exception applies.

## **What exceptions apply?**

Purchase order numbers are not required for the following:

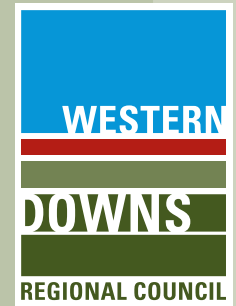
- utility charges (telephone, electricity, gas, and water);
- postal and freight services;
- insurances;
- association membership subscriptions;
- reimbursements and refunds;
- royalties (gravel and water);
- grants, subsidies and bounties;
- emergency works;
- and credit card payments (invoices being paid by credit card do not require a purchase order number, although invoices are required to display 'Paid/Paying by Credit Card' and the name of the Council Officer who has requested the goods/services).

## **I have supplied goods, works or services to Council. How do I submit my invoice?**

Invoices are to be emailed to [accounts@wdrc.qld.gov.au](mailto:accounts@wdrc.qld.gov.au).

# Frequently Asked Questions

## Purchase Order Payment Process



### **Will I get paid any quicker if I quote a Purchase Order number?**

Yes. After implementation of the Purchase Order Payment Process, invoices received without a valid purchase order number may not be paid and may be returned to the supplier unless they are covered by an exception.

### **In the past, invoices without a Purchase Order number have been paid by Western Downs Regional Council - will this still happen?**

No. Once implemented, the Purchase Order Payment Process may see invoices without a purchase order number as not valid. They may be returned to the supplier, unless they are covered by an exception. However, Council will assist suppliers to meet the requirements of this process, with a view to mutually benefit both Council and suppliers in the long term.

### **An invoice has been returned requesting a valid Purchase Order number to be provided. How can this be obtained?**

Suppliers are to contact the Council Officer who gave the original instruction to supply the goods or services and request a purchase order number. Once obtained, please re-submit your invoice ensuring that the purchase order number is quoted.

### **What should I do now?**

Please ensure that staff who receive Council goods, works or services orders are aware of the Purchase Order Payment Process and insist on being supplied with an official purchase order number.

### **What should I do if I receive notification of the Purchase Order Payment Process even though I am no longer a supplier for Western Downs Regional Council?**

Some individuals who have received payments/grants/goods on consignment from Council in the past have been recognised in our accounting system as suppliers. If you have received notification of this process and do not currently provide goods or services for Council, please disregard this notification.

We apologise for any inconvenience.

### **Where do I get further information on selling goods or services to Western Downs Regional Council?**

Please visit our website at [www.wdrc.info/doing-business-with-council](http://www.wdrc.info/doing-business-with-council) or if you have any specific questions, please email them to [info@wdrc.qld.gov.au](mailto:info@wdrc.qld.gov.au).