



How to get paid

Address to which invoices should be sent

Invoices should be sent via email to accountspayable@volkerrail.co.uk

Invoices may also be sent to Accounts Payable at:

*VolkerRail
Eagre House
J3 Business Park
Carr Hill
Balby
Doncaster
DN4 8DE*

Please note that invoices sent by email will be processed more quickly. Do not send copy invoices via post as this may delay your payments.

Purchase order number

Always quote the exact purchase order number given to you at point of order. All purchase orders will be presented on official company purchase orders. A verbal purchase order will be deemed insufficient and may well delay your payment.

All purchase orders will have a precise value and any invoice that has exceeded the value of the purchase order will be subject to query. Please also note that we will return any invoice not quoting a valid purchase order number.

Details required on invoices

All invoices should adhere to the standards required by HMRC for a valid VAT invoice. In addition to this, we will require the following information on all invoices.

- Purchase order number
- Name or site number to which goods/services were supplied
- Contact name of person who presented or signed the order
- VAT split for items with different rates
- Full description of goods/services supplied.

Subcontract payments

Please note that we make subcontract payments based upon our internal paperwork and certificates issued to subcontractors under the Construction Act 2009. If you do produce a VAT invoice, this must accord with the value that has been certified. If you do not produce a VAT invoice, you will be required to complete an Authenticated VAT Receipt. This becomes the HMRC approved document upon which we are able to recover input VAT, and if you do not provide these, it may hold up future payments to you.

Contact details for payment queries

Your first point of contact to ascertain whether or not your invoices and certificates have been received, approved and released for payment is the Accounts Payable team who can be contacted via our Head Office switchboard on 01302 791100 or as below:

- Suppliers beginning A, C, I, J, K, M, O, P: 01302 791154
- Suppliers beginning D-H, Q- Z: 01302 791166
- Suppliers beginning B, L, N, utilities, travel: 01302 791162
- Subcontractors: 01302 791140



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Queries relating to the content of invoices or value of items may be referred to the appropriate site contact.

Payment run dates in month

We currently execute one payment run per month. Payment is sent on the 15th of the month for funds to clear into supplier accounts after two working days. Should the 15th fall on a non-working day, payment will be made on the previous working day. We only make payments by BACS. Please also note that all invoices received require the appropriate business approval before they can be released for payment.

How are disputed invoices dealt with?

In the first instance, all disputes will be raised and managed by the site teams. The supplier will be advised that there is a query relating to the goods and/or services supplied and it will be the initial responsibility of the site team to come to a resolution with the supplier. The following steps will be taken to raise and resolve a dispute.

1. The nature of the dispute is discussed between the site team and the supplier.
2. The site team and supplier will come to an agreed time frame for resolution.
3. The supplier is responsible for providing feedback to their accounts team relating to the nature of the dispute and the resolution date.
4. The respective site team will provide feedback to the Accounts Payable team as to the nature and the resolution date of the dispute.
5. Within the agreed resolution timeframe; the Accounts Payable team will await instructions from the site team as to whether or not the dispute has been resolved ahead of schedule and whether or not funds can be released to the supplier.
6. In instances where the dispute has exceeded the stated resolution timeframe, the Accounts Payable team will escalate the matter to the appropriate management level to ensure a new resolution date or the release of funds to the supplier.

Other information

Our systems and processes are constantly evolving as we aim to improve the efficiency and quality of our procurement, processing and payment procedures. Any changes that materially affect the information described above will be communicated to our supply chain.

You may also find the VWUK Responsible Procurement Charter of interest. This can also be found on the VolkerRail website.

Other useful contact:

- Gill Cowling (Cash Management & Payables Supervisor) 01302 791151