

# Payment and invoice guidance

## Introduction

In order to ensure that we are able to process payments as quickly as possible, suppliers should follow the below guidance on the submission of invoices.

## Payment terms

Dŵr Cymru Welsh Water aims to pay all undisputed invoices within 30 days of valid receipt in accordance with our processes for submitting invoices set out below, irrespective of invoice value or payee and in line with published standard payment terms.

In some instances, we may have agreed different payment terms under our contracts with suppliers in which case those agreed terms shall apply. In these cases, Dŵr Cymru Welsh Water aims to pay undisputed invoices within the payment timeframe agreed within the particular contract.

## Valid invoices

To enable Dŵr Cymru Welsh Water to make payments in accordance with the agreed terms and conditions, suppliers should ensure that their invoices:

- Are correctly addressed to the Dŵr Cymru Welsh Water company name shown on the purchase order;
- Are sent from the supplier's company name shown on the purchase order;
- Are sent to the correct invoice address detailed on the purchase order or emailed in .pdf format as an email attachment to [supplier.invoices@dwrcymru.com](mailto:supplier.invoices@dwrcymru.com);
- Quote the purchase order number ( format 35\*\*\*\*\*, 38\*\*\*\*\* or 451 \*\*\*\*\*);
- Provide sufficient details for the invoice to be checked and validated against the purchase order;
- Detail the correct amounts for only the goods/services that have been ordered and delivered/supplied;
- Comply with any other requirements specified within the contract

Invoices that do not comply with the above may be returned to suppliers for correction. Dŵr Cymru Welsh Water's commitment to pay set out in this document will be delayed for such time as it takes for a corrected invoice to be provided.

## **Invoice disputes / contact details**

The individual employee named on the purchase order as the "requestor" (or the requestor's nominee) will inform the supplier of any invoices that are in dispute together with the reasons for the dispute. However, if suppliers experience any **delays** in payment, they should contact Dŵr Cymru Welsh Water's Accounts Payable Team who will check that the invoice has been received and confirm its status. If the invoice is in dispute, then the supplier will be required to contact the named "requestor" on the purchase order. Once contacted, the "requestor" will endeavour to resolve the discrepancy in a timely manner.

If a supplier experiences a problem with a **payment they have received**, they should contact the Accounts Payable Team by emailing; [accounts.payable@dwrwymru.com](mailto:accounts.payable@dwrwymru.com).

## **Payment run dates**

Dŵr Cymru Welsh Water completes at least one payment run per week, usually on a Wednesday (subject to change in the event of bank holidays or exceptional circumstances).

Additional payment runs are made at the company's discretion.

## **Electronic payment**

Suppliers currently receiving payment by cheque can change their payment method to BACS by contacting the Accounts Payable Team, email: [sap.masterdata@dwrwymru.com](mailto:sap.masterdata@dwrwymru.com)