



## No PO, No Pay Policy

### Important Supplier Information

Bangor University has adopted a 'No PO, No Pay' policy, which means that without a valid Purchase Order number issued by the University, payment of supplier invoices will be delayed.

All suppliers of goods or services to the University should only accept a verbal or written order when a Purchase Order number is provided (7 digit number). A Purchase Order number will be provided by a member of staff from the University and should be provided before the goods or services are received.

If the goods or services have already been provided to the University, and you have not received a Purchase Order you must contact the member of University staff who gave the original instruction to supply the goods / services and ask them to provide a valid Purchase Order number.

Once you have received the Purchase Order, please ensure that the Purchase Order number is quoted on your invoice before submitting to the University for payment. All invoices must quote an official University Purchase Order number. Any invoices which are received without a valid University Purchase Order will be returned to you with a request to reissue quoting the University Purchase Order number. All invoices must be sent to [payments@bangor.ac.uk](mailto:payments@bangor.ac.uk) in portable document format (pdf). Invoices should not be sent to individual members of staff.

Unless previously agreed with the University, our payment terms are 30 days.

Below is a set of frequently asked questions regarding supplier Purchase Orders. If you have any questions which are not answered by the FAQ's, please email [fos999@bangor.ac.uk](mailto:fos999@bangor.ac.uk) with your query and a member of the team will get back to you.



Q. I have supplied the University for many years without a Purchase Order why is it different now?

You will be paid promptly and reliably when you supply goods or services to the University as the Purchase Order will be a formal confirmation of the University's requirement and will show the correct address for invoicing.

Q. Will I only receive Purchase Orders through the post?

No, Purchase Orders will usually be emailed to the email address provided in your supplier details. Purchase Order numbers can also be confirmed over the phone, but for your own records you should ask for a copy of the order.

Q. What happens if I receive a Purchase Order and it does not seem to be correct?

Contact the person who placed the Purchase Order initially (contact details will be provided on the order) and ask for clarification. If necessary, the original Purchase Order can be cancelled, and a replacement issued.

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Contact the person who placed the verbal or email order and ask for a written Purchase Order, or as a minimum, a Purchase Order number.

Q. How do I know that the Purchase Order has been approved by the correct level of authority?

Purchase Orders will only be produced by our system once authorised by the appropriate person.

Q. What should I do if I have sent an invoice and my payment appears to be delayed?

Contact the person who placed the order or is named on the Purchase Order. Invoices may



Q. Will additional information be attached to a Purchase Order?

The requestor will view the Purchase Order before it is issued so can attach anything necessary to it, so that it reaches you complete. If you believe there to be anything missing from your Purchase Order, please contact the requestor.

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You will need to query it with the person named on the Purchase Order as requesting the goods and / or services.

Q. If I usually receive Purchase Orders by phone can this still continue?

Yes. However, you need to ensure that a Purchase Order number is quoted and that the Purchase Order number is quoted on your invoice.

Q. Does the policy also apply to internet Purchase Orders?

Yes. The Purchase Order should still quote a Purchase Order number and you would still have to quote the Purchase Order number on your invoice.

Q. What happens if I am asked to provide goods and / or services in an emergency?

There may be instances when an urgent order is needed and it may not be possible to create a Purchase Order number before the goods and / or services are received by the University. In this case, a requisition number will be quoted to you so that you may process the order. This method is for emergencies only, and a valid Purchase Order number will follow.