



## **Policy to all our suppliers and potential suppliers in relation to payment of invoices**

### **Background**

The Government has decided to reduce the payment period by Local Authorities from 30 to **15 calendar days**. This commitment takes effect in relation to valid invoices received on or after 01 July 2011. Any payments made after 30 days will continue to incur late payment interest (for invoice amounts over €5).

In line with these commitments, this document sets out North Tipperary County Council's policy in relation to the payment of invoices to its suppliers and potential suppliers. This information is available on the County Council's website.

### **North Tipperary County Council's Commitment:**

This County Council will endeavour to:

- Pay our suppliers within a timeframe of 15 days with effect from the 01<sup>st</sup> July 2011. The 15 day period will commence from the day on which the County Council receives a valid invoice at its designated address.
- Monitor our payment system regularly to ensure that payments are processed in a timely manner.
- Ensure that we have a system in place to deal with disputes or queries efficiently. All efforts will be made to deal with disputes within 10 days.
- Foster good relationships with our suppliers and providing contact details for dealing with staff.
- Give clear guidance to suppliers on their role in ensuring timely payment of invoices.

### **Payment Methods:**

North Tipperary County Council's preferred payment method is by means of Electronic Funds Transfer (EFT) and in this regard our Accounts Payable Section writes to suppliers for relevant bank account details. In the case of all electronic payments, a payment notification giving details of the payment will be sent to the supplier by e-mail (where an e-mail address is provided) or by post.

While it is not a preferred payment method, payment can also be made by Payable Order (cheque) at present. Where payment is made by cheque, an attached advice note will provide details of the payment.

### **What is a valid invoice?**

North Tipperary County Council can only pay original valid invoices received from a supplier. We cannot pay on the basis of statements, faxed invoices, copy invoices, altered invoices, invoices not addressed to North Tipperary County Council, or emails. North Tipperary County Council can only pay invoices once the goods and/or services have been received.

## **Role of our Suppliers**

Please ensure the following details are provided in all contacts with North Tipperary County Council :

1. The name of the business or company you represent;
2. Relevant invoice number;
3. Purchase Order number;
4. The name and contact details of the North Tipperary County Council staff member who placed the order;
5. The date of the invoice;
6. The amount of the invoice;
7. The invoice address;
8. A description of the goods or service provided to North Tipperary County Council.
9. All invoices must quote the above details and the following
  - valid Tax reference number
  - the quantity & nature of the goods supplied
  - for reverse charge VAT the invoice should omit VAT and quote the narrative defined by the Revenue Commissioners
10. Payments will be dependant on the supplier providing evidence of current valid tax clearance certificate and compliance with all other Revenue commissioner regulations.

## **How we will deal with disputed invoices or seek clarification?**

If North Tipperary County Council receives an invoice where there is a dispute or an issue to be clarified concerning the amount or detail on the invoice, the section disputing the invoice will contact the supplier immediately (both by phone and in writing) setting out the following details:

- The date and the invoice number that the dispute is related to;
- The amount in dispute;
- The nature and reason for the dispute;
- Any supporting documentation available.

## **Complaints**

If, as a supplier to North Tipperary County Council, you are not happy with the quality of the service you have received, or wish to complain about a late payment received, you should contact us directly. We welcome all feedback and will deal with your complaints/queries/suggestions in a timely and confidential manner. The steps to follow are set out below:

- Step 1: Make direct contact (in writing/by telephone/e-mail) with Accounts Payable Section, Finance Department, North Tipperary County Council, Civic Offices, Limerick Rd, Nenagh, Co Tipperary and outline in as much detail as possible the nature of your complaint.

Accounts Payable Telephone: 067 44500, Extn. 4568. Fax: 067 32686

E-mail: [accountspayable@northtippcoco.ie](mailto:accountspayable@northtippcoco.ie)

Step 2: If you are not satisfied with the response received from the above, you should contact:

Head of Finance & Corporate Services,  
North Tipperary County Council,  
Civic Offices,  
Limerick Road,  
Nenagh,  
Co Tipperary

Tel: 067 44500

Fax: 067 32686

E-Mail: [Finance@northtippcoco.ie](mailto:Finance@northtippcoco.ie)

Step 3: If, after you have been through North Tipperary County Council's procedures and you are still not satisfied with our response, you can contact the Office of the Ombudsman. By law, the Ombudsman can investigate complaints about any of our administrative actions or procedures as well as delays or inaction in our dealings with you. The Ombudsman provides a free, impartial and independent dispute resolution service.

**Contact details are as follows:**

Office of the Ombudsman,  
18 Lower Leeson Street,  
Dublin 2

Lo-call 1890 22 30 30

Tel: 01 639 5600

Fax: 01 639 5674

E-Mail: [ombudsman@ombudsman.gov.ie](mailto:ombudsman@ombudsman.gov.ie)

Website: <http://www.ombudsman.ie/>

North Tipperary County Council hopes that this policy will expedite our payments to you. Thank you for your continued support and cooperation.