



Cornwall Council

Supplier Induction Pack

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Introduction

Welcome to the Cornwall Council Supply Chain. Whether this is your first time supplying the Council, or the tenth, we hope you find this induction pack useful.

This induction pack should help create a smooth transition into our buyer/supplier relationship. It will help you to understand what is expected of Council suppliers and let you know what you can expect from us.

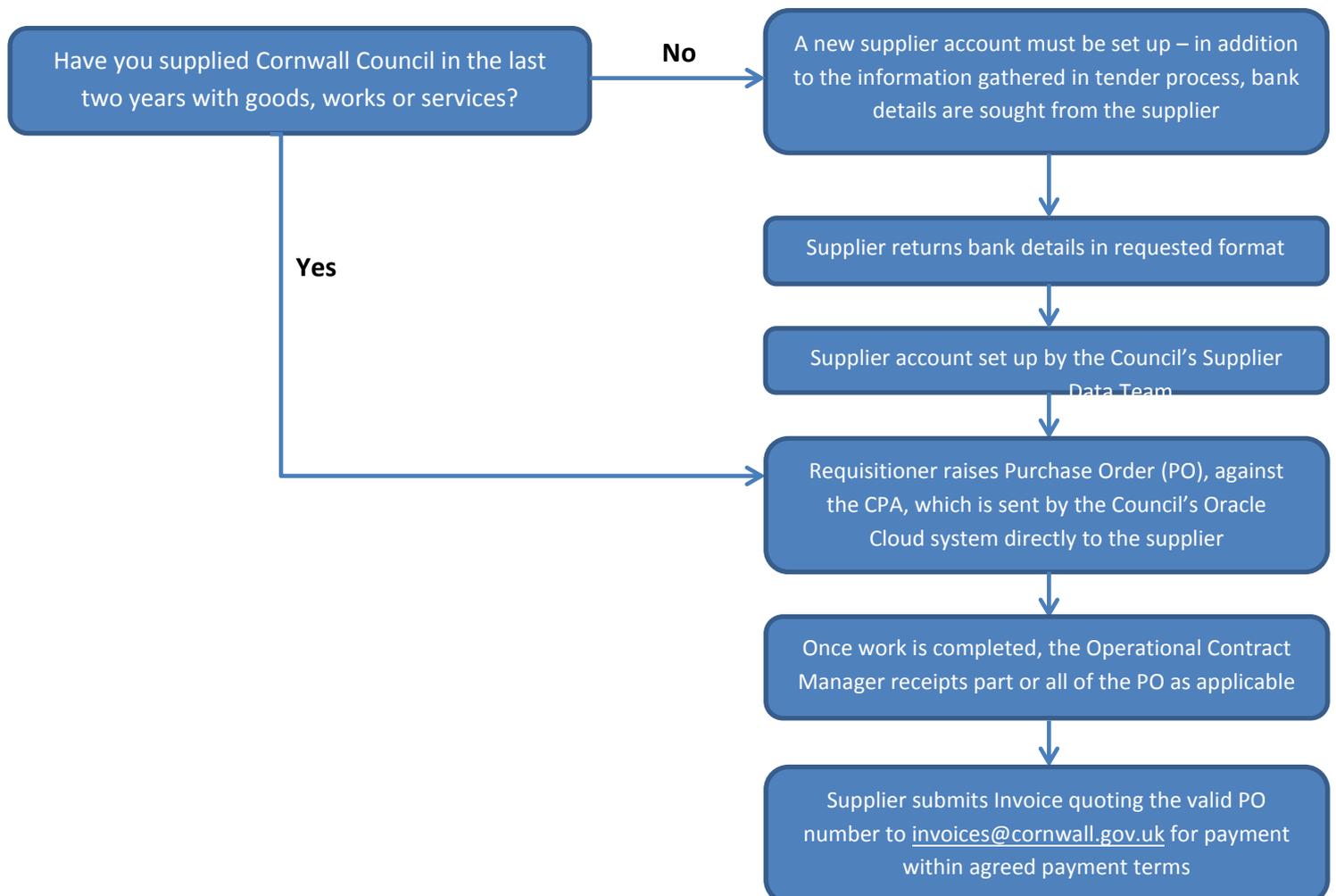
Cornwall Council Strategy

All of our suppliers have a role in contributing towards the Council's Business Plan and Strategy. These documents will also give you a feel for the organisational values which the Council expects all of its suppliers to uphold.

Details of the Council's Business Plan and Strategy can be found on the [Council's website](#).

Doing Business with the Council

This flowchart offers a summary of the process over the coming weeks, further detail of the steps can be found below



Supplier Set up, Purchase Orders and Invoicing

Once your organisation has been awarded a contract with the Council there are a series of events which must happen in order for your first invoice to be paid in a timely manner.

Firstly, if you have not been a Council supplier before then you will need to be set up on our Oracle Cloud system (the Council's finance and HR system) as a supplier. You will be contacted by your Contract Manager to submit contact and payment details bank details where these have not already been provided. Please follow the guidance sent to you carefully or this process may delay the payment of your first invoice. Supplier setups can take up to a week to process.

Where there is a requirement for you to sign a copy of the contract, this is required before a PO can be raised. This can take up to two weeks depending on workload.

The Council operates two key policies in this area:

1. No contract no pay

As a basic principle Cornwall Council will require a signed contract to be in place for all contracts over £25k total value in order to raise a Purchase Order and pay any subsequent Invoices. It is vital that when the contract is sent to you to be signed, this is done in a timely manner. This requirement is in place to protect both the Council and your organisation.

2. No PO no pay

All invoices, with a small number of [exceptions](#), require a purchase order (PO) before payment. You should not accept orders (written or verbal) from Cornwall Council employees unless a PO is provided. The PO from us will contain a unique PO number; this will be an 10 digit alpha-numeric number starting with "P" e.g. P100000001.

When creating your invoice, it is important that you quote the correct PO number. This number should also be quoted on any receipt, or correspondence you have with us regarding that particular order. Regrettably **if we do not receive the correct purchase order details, payment cannot be made** and suppliers will be asked to re-submit the invoice with a valid PO number.

Processing Invoices

Please send Invoices quoting a valid PO Number to Invoices@cornwall.gov.uk for processing and payment.

Please note that all invoices will be automatically scanned for processing. The following requirements should be met when submitting invoices:

- Invoice attachments only. Please do not include any message within the email as this will be an unmanned Inbox
- Invoices must be sent as one Invoice per attachment only or to include blank separator pages if multiple Invoices in one attachment

If your Invoice is not paid within your agreed payment terms or you have a query regarding your invoice please contact supplierAPqueries@cornwall.gov.uk in the first instance. If you do not have a Purchase Order then please contact the Council officer who has requested delivery of the goods and/or services.

Preferential Payment Terms

Unless otherwise detailed in your contract Terms and Conditions, Cornwall Council's current standard payment terms are 30 days.

To assist Small and Medium Enterprise suppliers (SMEs) the council is offering Preferential Payment Terms. Payment will be made within 14 days following invoice approval by Council officers.

Weekly payment runs are every Tuesday and Thursday.

The Council is committed to processing these invoices as quickly as possible for SMEs and we will always endeavor to meet 30 day standard terms for all other suppliers.

Definition of an SME: SMEs have 250 employees or less, do not exceed £34m turnover, and have a balance sheet totaling less than £30m. (To be classed as SMEs companies must not be more than 25% owned by a non-SME)

Changes to Your Company Details

If any of your company details change during the contract term we will need to update our systems to ensure Invoices can continue to be paid promptly. Please notify Cornwall Council's Supplier Data Team by emailing supplierdata@cornwall.gov.uk detailing your Cornwall Council Supplier Number (found on your POs) and the changes which are required.

In the event that your company details are not up to date then this may result in the delay or failure of future invoice payments.

Further Advice

Further advice is available from Cornwall Council Commercial Services by emailing: procurement.team@cornwall.gov.uk alternatively you can email the contact officer who is managing your contract.

Example Purchase Order (PO)

Once your contract has been set up on the Council's Oracle Cloud system your contract manager will be able to raise a requisition, this will generate a PO. The PO will come directly to you via email. An example PO can be found on the [Council's website](#).

Example Invoice

For information on what to include when submitting an Invoice to Cornwall Council please visit the following links:

- [Where you are a VAT registered organisation](#)
- [Where you are not a VAT registered organisation](#)

Please also remember that your invoice must quote a valid Purchase Order Number.