

As part of our policies on Responsible Procurement and Social Value, Telent are committed to fair and equitable business relationships. This includes paying all valid invoices from our supply partners on-time and in full. Here's a few things you need to know about making sure we can do this as efficiently as possible.

Email address to which invoices should be sent

All invoices should be submitted by email to: **telent.invoices@telent.com** and we can only accept them in PDF format. Each invoice must be a separate PDF file with a unique file reference/name.

Purchase order (PO) requirements

We issue PO's for all goods, services and works with a unique, 7-digit reference number. Once accepted by the supplier receiving it, they become a legally binding document. This means that all terms and conditions or details referred to (either our general terms and conditions or those defined in a supplier contract) must be adhered to by both Telent and the supplier, including payment terms. PO's will be issued digitally by email to the supplier's nominated email address and suppliers should ensure they have a valid PO (and PO number) before providing goods, services or works, as invoices cannot be approved for payment without this.

Invoice requirements

We aim to pay all suppliers quickly and efficiently, in-line with agreed payment terms. To enable this, it's important that we promptly receive valid and legally compliant invoices. All information must be accurate and in accordance with the relevant quotations and purchase orders to which they relate. As a minimum, invoices must clearly state:

- ✓ Your company name and address (including post code)
- ✓ Our address
- ✓ The PO number and line number(s) to which the invoice relates
- ✓ A unique invoice/credit note number
- ✓ Your contact information (including email address and telephone number)
- ✓ Invoice date
- ✓ Product, service or works delivery date
- ✓ Our item numbers (if applicable)
- ✓ Full item descriptions
- ✓ Quantity invoiced
- ✓ Unit of Measure (UoM) - this should correspond with the UoM used on the purchase order
- ✓ Value invoiced
- ✓ Currency
- ✓ VAT rates

Non-compliant invoices cannot be processed and will be sent back to suppliers to be corrected and resubmitted, which could lead to a delay in payment.

Payment run dates in month

To ensure prompt payment, we have weekly payment runs.

Normal expected timescale for invoice approval from receipt

This can vary, but allow at least 5 working days

Payment

Payments can only be made electronically to the supplier bank account provided and verified at registration, in-line with agreed payment terms. Changes to nominated bank accounts must be requested and approved in advance.

How are disputed invoices dealt with?

There are multiple reasons why an invoice would be disputed, but the main is that essential information is missing, meaning it cannot be processed. Others include invoices being illegible or, just not adding up! Telent also reserves the right to dispute invoices if we feel they are inaccurate, and they will not be paid until the dispute is resolved by all parties. We ensure any withholding of payment due to defects or non-delivery is proportionate, clear and justified in-line with the arrangements set out in our terms and conditions and/or supplier contracts.

If you think you should have been paid but haven't:

- Contact the Telent Buyer who placed the order to agree a resolution via the email address stated on your PO
- Alternatively, you can email **payment.enquiries@telent.com** to request an update and we aim to respond within 3 working days