

# Supplier Invoice Payment Guidelines

WSP UK Ltd

February 2020



As a signatory of the Prompt Payment Code, WSP UK Limited is committed to fair dealing with all of its supply chain partners and timely, transparent resolution of disputed invoices.

You can positively influence WSP UK Ltd's prompt payment of your invoices and prevent them being returned to you, unpaid, by following these guidelines:

## Invoice content

To help us process your invoice as soon as we receive it, ensure it includes these elements:

- Our entity name and address as quoted within our purchase order;
- Our purchase order number (usually in the format of 2XXXXXXX) as invoices missing this reference must be returned, unpaid;
- Your bank account details to which our payment should be submitted.

The above is in addition to the elements you must include in your invoice by law (see *Invoicing and taking payment from customers* at [www.gov.uk](http://www.gov.uk)).

## Submitting your invoice

The most efficient route to submit invoices / credit notes to our Accounts Payable team is via email directly to our processing system:

[UK-Invoice@wsp.com](mailto:UK-Invoice@wsp.com)

If you are unable to submit invoices by email please contact us at [UK-AccountsPayable@wsp.com](mailto:UK-AccountsPayable@wsp.com)

Invoices / credit notes sent directly to this mailbox are automatically extracted from the email, the content of the body of the email is not reviewed. Any other documents or queries can be brought to our Accounts Payable team's attention at:

[UK-AccountsPayable@wsp.com](mailto:UK-AccountsPayable@wsp.com)

## **Invoice format**

Please ensure invoices / credit notes emailed to our processing system are:

- In PDF / TIF format;
- Individually attached (i.e. no more than one invoice per attachment).

## **Dispute resolution process**

If WSP has cause to dispute your invoice, some or all of these steps will be followed:

1. Disputed invoices will be identified by internal business stakeholders who will liaise with the supplier directly to seek swift resolution and facilitate payment of the invoice;
2. Disputed invoices will be identified by internal business stakeholders who will liaise with the supplier directly to seek swift resolution and facilitate payment of the invoice;
3. If a resolution cannot be reached between the business stakeholder and the supplier the disputed invoices and nature of the dispute will be brought to the attention of the appropriate Procurement contact by the business stakeholder;
4. If appropriate, the Procurement contact will liaise with the supplier to seek resolution to the invoice dispute in order to facilitate payment;
5. If a resolution cannot be reached between the Procurement contact and the supplier the disputed invoices and nature of the dispute will be escalated within WSP and should be escalated within the supplier's organisation for review in order to facilitate payment;
6. In cases where attempts at dispute resolution have not been successful, a number of alternative dispute resolution methods will be considered and the appropriate selected e.g. mediation, arbitration or litigation.

## **Payment Practices – improvement plan**

WSP strives to facilitate payment of supplier invoices within the agreed contractual term or 60 days, whichever period is shorter. Initiatives are underway in support of this objective:

95% of supplier invoices paid within 60 days

Challenges	Actions to address
Supplier does not submit invoice directly to Accounts Payable for processing	<p>Stage 1: Reiterate to employees the importance of prompt invoice payment and how they can help: by directing their supplier to submit invoices to our automated processing system</p> <p>Stage 2: Reiterate to employees the importance of prompt invoice payment and how they can help: including update on progress towards achievement of payment practice objectives</p>
	<p>Stage 1: Contact supplier base with overview of most efficient invoice submission route and how to avoid invoice disputes</p> <p>Stage 2: Quarterly basis: Contact suppliers not adhering to most efficient invoice submission route</p>

95% of supplier invoices paid within contractual terms

Challenges	Actions to address
Historic payment terms of less than 15 days are difficult (or impossible in the case of 0 days) to achieve through the standard payment process	<p>Stage 1: Provide employees with access to Virtual Credit Cards, a mechanism though which immediate payment can be made to suppliers offering payment terms less than 15 days and willing to accept payment by credit card</p> <p>Stage 2: Agree terms of 15 to 30 days with suppliers currently offering terms less than 15 days and unable to accept payment by credit card</p>
Employees procure goods / services from entities not registered as a WSP supplier	Provide employees with access to Virtual Credit Cards, a mechanism though which non-registered suppliers can receive immediate payment