



University
of Exeter

Accounts Payable
PS Connect, University Corporate Services Northcote House The Queen's
Drive Exeter
EX4 4QJ

+44 (0)1392 722777
accountspayableenquiries@exeter.ac.uk

Dear supplier

Please find below the requirements for submitting an invoice or credit note to the University of Exeter

PROCUREMENT

Before you supply goods or services to the University please familiarise yourself with;

- Information on supplying the University can be found at <http://www.exeter.ac.uk/finance/procurement/supplyingtheuniversity/>
- An official University of Exeter purchase order is the instruction to commence any work or deliver goods or services.
- Requests for goods or services made without a purchase order are not authorised by the University of Exeter, regardless of the source request, and may result in invoices not being processed for payment.

DELIVERIES

- Deliveries of goods should be accompanied by a priced delivery note with an active University of Exeter purchase order related to the service / items provided
- Combined invoice/delivery notes should not be issued

INVOICES

- The University of Exeter Accounts Payable team are developing a no-paper strategy and, accordingly, does not accept paper invoices or credit notes.
- The methodology for the presentation of invoices and credit notes is electronically by email to invoices@exeter.ac.uk
- This email address is only for receipt of invoices and credit notes and should not be used for general enquiries
- The only accepted file format for both invoices and credit notes is PDF
- Each invoice and credit note must be attached to an email as a separate PDF file attachment
- Please limit the number of attachments (invoices / credit notes) on each email to 20
- Please attach invoices and credit notes to separate emails with either 'invoice' or 'credit note' in the subject heading depending on the documents you are submitting

INVOICE REQUIREMENTS

- Invoices should only be addressed to the University of Exeter and not to a named individual within the Organisation.
- Files in protected view cannot be accepted as the system will be unable to read them.
- All invoices should be addressed to:

University of Exeter
Box 1 Finance
Northcote House
Exeter
EX4 4QJ

The following information requirements are mandatory and must be quoted in order that your invoice or credit note can be processed for payment. If they do not contain all the required information they may be rejected.

- Supplier's full name and address
- Invoicing address (which must be the University of Exeter address provided above)
- Delivery address
- Purchase order number (only one purchase order number per invoice). (University of Exeter purchase order numbers consist of 2 letters followed by numbers, e.g. UE012345)
- Unique invoice number
- Date / tax point
- A full description of the goods/services supplied
- The quantity delivered
- Agreed cost price as detailed in the Purchase Order
- VAT registration number, if VAT registered (including 2-letter country prefix)
- VAT rates
- Credit notes should, in addition, quote the related Invoice number(s)

PAYMENT CYCLE

- The University's standard payment terms are 30 days from date of invoice.
- The University of Exeter's payment cycle is weekly on a Wednesday. Funds will clear to standard bank protocols
- A remittance advice note will be generated to the nominated supplier contact email address

CHANGES TO BANK DETAILS

- All invoices are systematically processed, and bank details are not validated
- Any change to bank account details must be notified independently as a supplier enquiry (details below)

- When notifying of a change in bank details you are required to present a copy in PDF file format of either a bank statement (values can be voided out) or a paying in slip. This is to safeguard both parties and ensure we pay the correct entity

SUPPLIER ENQUIRIES - EMAIL

Please send all enquiries to accountspayableenquiries@exeter.ac.uk

To enable the efficient prioritisation of your enquiry, we require the following details to be provided where applicable:

- Supplier account number
- Supplier trading name

One of the following categories must also be quoted in the subject line of your email:

- ***AccountAmendment*** (For changes to bank details, address, contact details, VAT number, factoring arrangements, trading name etc)
- ***Invoice Enquiries*** (For invoice payment status)
- ***StatementofAccount*** (For statement of accounts)

SUPPLIER ENQUIRIES - TELEPHONE

Accounts Payable contactable via telephone at (01392) 722777 or accountspayableenquiries@exeter.ac.uk. Telephone lines are open from 09:30-16:00, Monday to Friday.

Please have ready all the particulars of your enquiry, including vendor number/invoice number and purchase order number, so your call can be effectively investigated and answered.