

Policy Statement

Moat Homes is committed to improving the way that it buys goods, services and works. As part of this commitment, we operate a No Purchase Order, No Payment (No PO, No Pay) policy.

This policy is key to ensure that payment is only made to suppliers where the invoice submitted contains a valid purchase order (PO) number covering the items included on the invoice.

This policy ensures that Moat only pays for goods, services and works which have been correctly ordered and authorised and that invoices received by the Purchase Ledger Team can be processed efficiently to minimise delay in issuing correct payments to suppliers.

This policy applies to all orders for goods, services or works placed by Moat and requires that all invoices contain an official PO number generated by the Proactis P2P system which is notified to the supplier before making any commitment to spend money.

Exceptions:

There are some exceptions to this policy where a PO is not appropriate for the type of supplier or transaction:

- Utilities- Gas, electricity, water and telephones
- Statutory payments to public bodies (e.g. HMRC, Public Trustee, Land Registry) including payments to Councils for Council Tax or Penalty Charge Notices (parking/traffic fines), but not for other services procured from Councils
- Payments to tenants/customers
- Refund of reservation fees
- Housing benefit refunds
- Planning fees
- Grant payments (including awards made by MF and PHCC)
- Payments to managing agents for service charges
- Payments for emergency call-outs or repairs (where no existing contract exists)
- Interest charges for late payments
- Compensation payments (e.g. for damages)

FAQs for Suppliers:

Q1: What is No PO No Pay?

No PO No Pay is one of our policies to ensure that payments are only made to suppliers and contractors where the supplied invoice (paper or electronic) contains a valid official purchase order number.

Q2: Why a No PO No Pay policy?

No PO No Pay ensures that Moat only pays for goods, services and works which have been properly ordered and authorised before receiving an invoice. It also ensures invoices received by the Purchase Ledger team can be processed efficiently to minimise delay to suppliers and contractors. Invoices received by the Purchase Ledger Team without a valid PO number will be returned to the supplier unpaid.

Q3: When does No PO No Pay come into effect?

The No PO No Pay policy applies now and applies to all orders for goods, services or works placed with Moat. Suppliers must not, under any circumstances, accept any verbal or written order from a Moat unless a valid PO number is given, or it is an emergency order. As previously stated, any invoice received that does not quote a valid PO number may not be processed and may be returned to the supplier, unless it is covered by an exception (see Q6).

Q4: How does No PO No Pay work?

No PO No Pay works by requiring all invoices submitted by suppliers and contractors to contain a valid PO number. The PO number will be generated from Moat's Proactis P2P system and provided to the supplier or contractor before making any commitment. In exceptional circumstances an Emergency PO may be supplied without a PO number, however this should be followed up with a valid PO number within two working days. Any invoice received by the Purchase Ledger Team that does not quote a valid PO number will be returned to the supplier which could result in severe delays in the supplier being paid. There are exceptions to this general rule, and these are listed in Q6.

Q5: Will I get paid any quicker if I quote a PO number?

Moat's standard payment terms of 30 days from receipt of a valid invoice for all suppliers will remain. Invoices received without a valid PO number will be returned to the supplier, unless they are covered by an exception (see Q6).

Q6: What exceptions apply to the No PO No Pay policy?

The following circumstances do not require a valid PO number. This list is under constant review and any further changes will be available on our website.

The Exceptions List currently covers:

- Utilities- Gas, electricity, water and telephones
- Statutory payments to public bodies (e.g. HMRC) including payments to Councils for Council Tax, but not for other services procured from Councils
- Payments to tenants/customers
- Refund of reservation fees
- Housing benefit refunds
- Planning fees
- Grant payments
- Payments to managing agents for service charges
- Payments for emergency call-outs or repairs (where no existing contract exists)
- Interest charges for late payments
- Compensation payments (e.g. for damages)

Q7: I have supplied goods or services to Moat. Where do I submit my invoice?

Please ensure that all invoices are addressed to **Moat Homes Limited** OR **Moat Housing Group Limited** depending upon the information shown on the top right of the PO. Send your invoice to:

Email (Preferred): purchase.ledger@moat.co.uk

or

Mariner House,
Galleon Boulevard
Crossways Business Park
Dartford
Kent
DA2 6QE

Q8: An invoice has been returned requesting a valid PO number to be provided. How can this be obtained?

You should contact the Moat member of staff who gave the original instruction to supply the goods, services or works and ask them to provide a PO number. Once obtained, please re-submit your invoice ensuring that the PO number is quoted.

Q9: What should I do now?

Please ensure that all your staff who receive orders to supply goods, services or works to Moat are aware of No PO No Pay and insist on being supplied with an official PO number.