



Suppliers Guide to Working with Bournemouth Christchurch and Poole Council

Introduction

You are now registered on the Council's Financial System, Microsoft Dynamics F&O.

This guide explains what is expected from suppliers when working with Bournemouth Christchurch and Poole Council to ensure the efficient processing of invoices. This includes:

- Receiving Purchase Orders from Bournemouth Christchurch and Poole Council
- How to Invoice Bournemouth Christchurch and Poole Council
- Payment Terms
- Updating your Company Information
- Construction Industry Scheme (CIS) Suppliers

Contact Details

There are two sets of contact details to use depending on your query to the Council:

If you have a query regarding payments that are due, invoices that you have submitted or payments that you have received please contact the Creditors team at Bournemouth Christchurch and Poole Council on:

Telephone: 01202 128741
E-mail: creditors@bcpcouncil.gov.uk

If you have a query around receiving Purchase Orders or updating your Company Information, please contact the Financial Management Systems Team at Bournemouth Christchurch and Poole Council on:

Telephone: 01202 128800
E-mail: oraclefusion@bcpcouncil.gov.uk

Further Information

For further information on Supplying the Council, please access the Council's website

[Supplying the council \(bcpcouncil.gov.uk\)](http://bcpcouncil.gov.uk)

Before commencing work for Bournemouth Christchurch and Poole Council, please request a Purchase Order from the staff member you are supplying or undertaking work for.

A Purchase Order (PO) is a commercial document issued by a buyer to a seller, indicating types, quantities, and agreed prices for products or services.

Where it is not possible to obtain a Purchase Order in advance of commencing work for the Council (e.g. through an emergency request where there is not sufficient time), please request a Purchase Order as soon as possible after the work has commenced.

We have deployed an easy e-Invoicing solution that minimises the effort suppliers will be required to make to participate. It requires you to email invoices from your existing accounts system, to a pre-defined invoice address and these will be imported into our finance system and matched to our purchase order. Supported file types for your invoice are PDF, TIFF, JPEG or PNG.

When using this system, you will benefit from:

- No additional costs to suppliers and savings on postage
- The ability to submit invoices without changing your internal processes or systems
- Reduction of manual activities (printing, posting, etc.)
- Improved payment cycle through quicker receipt and reduced processing error rates, as invoices can be processed and approved automatically in the customer's finance system.
- The ability to view the status of your invoice and payment through our supplier portal

To participate, please email your invoice to invoiceonly@bcpcouncil.gov.uk.

Supplier Requirements for Invoice Processing

- Supported file types for your invoice are PDF, TIFF, JPEG or PNG
- One invoice per attachment. Invoices can be single or multiple pages
- Multiple attachments can be added to each email. Total size limit of attachments is 50mb.
- PDF should have no security restrictions or be Read Only
- Email subject is not required.
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Please note your invoice **must** quote a valid Purchase Order number to be processed. The Council's valid Purchase Order numbers begin with 'BCP' followed by six digits.

Invoices that do not quote a valid Purchase Order number **will not** be processed. If you have an invoice to submit to the Council that does not reference a valid Purchase Order number, please email it to creditors@bcpcouncil.gov.uk ensuring that the invoice states clearly the name of the Council Officer that instructed your supply. Any invoices that do not state the Council Officer's name will be returned to you as disputed.

The invoiceonly@bcpcouncil.gov.uk email address is used for processing invoices only so any queries contained within your email will not be responded to. Please email creditors@bcpcouncil.gov.uk with any queries you have regarding your invoice or payment.

You can also use our Supplier Portal to check the status of invoices and payments. Please see the [Supplying the Council](#) page on our website for further information on using our Supplier Portal.

Should you have any questions please contact financial.systems.helpdesk@bcpcouncil.gov.uk or telephone the Finance Systems Team on (01202) 128800

The 'Supplier Portal' is where suppliers can view all Purchase Orders that have been sent to them by BCP Council and view invoices processed against these Purchase Orders and the payment status of the invoices.

Pre-requisites before using the Supplier Portal

1. You will need to have supplied the Council with a contact name and email you wish to use to access the portal. To register to use the supplier portal please register on our [Supplier Collaboration Portal registration form](#)
Webmail email addresses with domains such as @hotmail.com or @gmail.com cannot be used to register a user.
2. The Council will register this email and allow access to the portal. You will receive an invitation email from BCP Council to the email selected for the user account. You must accept the invitation link within the email.
3. You will need to use the **Microsoft Authenticator** app to access the portal. If you do not currently use this, the app can be downloaded for free from the Google Play or Apple App stores.

The Council's Standard Payment Terms are 30 days.

The terms are applicable from the date a valid invoice is received by the Council.

Where an invoice is received indicating alternative payment terms to 30 days, these will not be applied unless this has been agreed in a formal contract with the Council.

Suppliers are responsible for ensuring that their company details are up to date on the Council's Finance System. This includes:

1. Your Contact Details (Addresses, E-mails and Phone Numbers)
2. Your Company Information (Changes to Company Name or Registrations)
3. Your Payment Details

Where you wish to update your company details on the Council's Finance System, you should advise the Council of this by e-mailing the details on your company's letter headed paper to financial.systems.helpdesk@bcpcouncil.gov.uk

The Construction Industry Scheme (CIS) is applicable to all suppliers who undertake construction work for the Council.

Under the Construction Industry Scheme (CIS), the Council is required to deduct money from sub-contractors payments and pass it to HM Revenue and Customs (HMRC). The deductions count as advance payments towards the sub-contractor's Tax and National Insurance.

For more information on the Construction Industry Scheme (CIS) please see the government website <https://www.gov.uk/what-is-the-construction-industry-scheme>

Suppliers that undertake construction work must ensure on any invoices sent to the Council that:

1. All Labour charges relating to the construction work undertaken, and being invoiced, are clearly indicated on the invoice. Where possible, the Labour charges should be a separate line on the invoice.
2. Please ensure that your UTR Number and Company Registration Number is displayed on the invoice (where applicable)
3. If you are a sole trader, make sure that your name and National Insurance number are clearly displayed on the invoice
4. If you are already registered with the Construction Industry Scheme (CIS) please state on your invoice if you are 'CIS Net' or 'CIS Gross' registered. This will be verified by the Council.