



Q. Why is R&Q Implementing this policy?

R&Q is implementing this policy to benefit the company and to benefit its vendors, we are fully aware that we have had ongoing issues with late payments due to the process not being made clear to our vendors, we need a goods receipt documentation as proof that work has been undertaken and completed before authorising payment to the vendor.

Q. What are the benefits of No PO No Pay?

The benefits for the vendor are that the PO represents a clear instruction from R&Q with a corresponding financial commitment. So, vendors will always be paid in accordance with agreed terms and conditions provided that they comply with R&Q's 'No PO, No Pay' policy by:

1. Only supplying R&Q when they are in receipt of a valid PO and ensuring that the requested goods/services are supplied to the correct specification and timescales.
2. Promptly sending directly to the R&Q accounts payable team an invoice corresponding to the quantities and pricing within the PO and quoting the PO reference number.
3. Payments will be received promptly with less likelihood of delays.

The benefits R&Q staff are:

- Improved financial management
- Less time spent checking and approving invoices
- Less time spent dealing with outstanding payments

Q. When will the policy 'go live'?

1st January 2023

Q. In the past I've not needed to quote a valid PO number on my invoices and still been paid. Why can this not continue?

The reason that this cannot continue is it becomes extremely difficult tracing a PO under a vendor without the valid PO number being stated.

Q. Which goods/services are exempt?

No goods/services are exempt, however if you are shipping goods to us then we will accept a shipping note as your goods receipt as this shows proof that you have delivered the goods and receipt shows we successfully have received.

Q. Requests for goods/services have been made by the requestor in the past without a PO being quoted will this still happen?

No, all staff within R&Q have been made aware of the new processes and going forward nobody should be asking you to proceed with work without you having received a PO for goods/services, please do not start work without a PO and if you do this is at your own risk. Remember 'No PO, No PAY'.

Q. What are R&Q standard payment terms?

Standard payment terms are 60 days from date of invoice. Invoices received without a valid PO number quoted will not be paid and will be returned. This may lead to a delay in the payment process.



Q. What happens if I get paid in a different way?

Purchase Cards – the use of purchasing cards is for low value and one-off purchases; you will receive a card number to process the payment against which you will be required to send proof of purchase back to the requestor.

Q. Will I get paid quicker if I provide a PO number?

The time you will be paid in will depend on the payment terms you are set up under which would have been agreed between R&Q and yourselves prior to set up on our system, if the correct procedures and policies are followed then this should not lead to any overdue payments to you.

Q. What does a valid PO look like?

A valid PO can be seen on page 1 alongside the good receipt the PO will state a number starting with 45000xx, your purchasing officer, the description, quantity and price of the work you are partaking in, where this should be delivered to and your company name.

Q. An invoice has been returned requesting a valid PO number be quoted. How can this be obtained?

You should contact your point of contact who gave the original instruction to supply the goods/services and ask them to provide a valid PO number. When obtained, you should send a replacement invoice, quoting the valid PO number to:

F.A.O Accounts Payable
Accounts.payable@rqih.com

Q. My contact details that R&Q has are incorrect; who do I contact to correct these?

If any details are incorrect with your order or vendor details please contact your point of contact via email in the first instance, they will then send you a form and once completed by yourselves they will request your vendor details to be updated.

Q. How do I know who my point of contact is at R&Q?

Your point of contact can be found in the contact person box on your purchase order, whilst requestors contact name can be found on the page in the top right-hand corner.

Q. Who do I contact if I have an issue?

If you have an issue please contact your point of contact, they will help you in the first instance or direct you to the relevant person/s.

Q. Who do I send the goods receipt to?

You will send your goods receipt back to the requestor; their name can be found on the top righthand side.

Q. Do I need a goods receipt for every delivery?

If the work carried out is over a period of time, we ask that you keep a blank copy of the goods receipt to complete prior to submitting each Invoice. If the work is for a new service, then you will receive a PO for each new service undertaken, you will be required to complete a goods receipt before you submit any Invoices. You should only submit an Invoice when the purchasing officer instructs you too.