

Tower Hamlets R2P Supplier Guidance

Introduction

In this brief document we provide some further information about R2P and important guidance about what you need to do to ensure that your invoices are paid on time.

Implementation and rollout

The Council implemented R2P in a phased rollout between December 2009 and March 2010. All Directorates are now able to use the system and are required to raise orders using R2P. Suppliers should not accept orders without a purchase order number.

Benefits for Suppliers

R2P brings Suppliers a number of practical benefits:

- Approved purchase order to supply goods and/or services
- Clear instructions to supply – contact name, time, delivery address, payment terms
- Suppliers can receive notification of orders or 'requests for quotations' by text message.
- Using R2P for 'PO Flip' invoicing, and providing catalogues/price lists that are hosted on R2P is free of charge
- Suppliers do not need sophisticated computer systems to use R2P. All that is needed is an email address to receive orders. Internet access will enable you to use 'PO Flip' and to log onto the system to see whether your invoice is in dispute, has been paid and who is dealing with the invoice
- The 'PO Flip' facility enables suppliers to easily turn the Council's orders into electronic invoices which can be sent to the Council using R2P, saving time and cost and ensuring that the invoice is sent to the correct destination
- Other e-invoicing options using XML or CXML are available
- Suppliers that use R2P will be visible to the Council's buyers to use. Making price lists available will make it easier to select correctly priced goods and ease your administration
- If you respond to Council orders raised on R2P and invoice following our simple guidelines you will be paid according to our agreed terms and conditions.

Invoicing the Council

e-invoicing

We would like suppliers to invoice the Council electronically wherever possible. As an R2P registered supplier you have access to the 'PO Flip' facility that enables you to quickly turn our order into an electronic invoice that the R2P system can automatically process. This option will enable us to process your invoice in the shortest possible time. If you would like to find out more about this or other e-invoicing options please download our PO Flip Guide from

www.towerhamlets.gov.uk/R2P

Invoice requirements

To enable the Council to pay invoices, suppliers must provide invoices that comply with the following guidance. Suppliers' invoices must include the following information as a minimum:

- Date of invoice, tax point.
- Supplier company name and contact details in case of a query.

- The valid purchase order number provided by the Council taken from the order we have emailed or otherwise sent to you. Please note that if a valid purchase order is not quoted, the invoice may be returned unpaid and payment will certainly be delayed. All Council officers have been reminded of the requirement to properly raise orders through R2P.
- The agreed charges. If the goods or services provided are not complete, a breakdown of the relevant work or services as they relate to this charge or an explanation of a difference in expected charges.
- Any applicable tax element, eg VAT, separately identified.
- Confirmation that the services detailed have been fully performed.

A separate invoice must be submitted for each order issued by the Council. If multiple orders are included on a single invoice, this will prevent or delay payment.

It is Council policy not to part pay invoices. If you “over” invoice your invoice, you will not be paid and you will be asked to issue a credit note. When we have processed the credit note the invoice will be paid.

Until you begin raising e-invoices paper invoices must be sent to the following address:

Tower Hamlets Payments Team
5th Floor, Mulberry Place
5 Clove Crescent
London
E14 2BG

Please do not submit pdf invoices by email. Posting or delivering invoices to other sections of the Council may prevent or delay payment.

If the above guidance is followed the Council will regard the invoice as being correctly rendered. Upon receipt of a correctly rendered invoice, as detailed above, the Council will aim to pay valid invoices within 30 days in line with our standard terms and conditions.

Suppliers should note that the date of invoice receipt is defined as the date that the Council receives the invoice at the above address. If an invoice is disputed this will be flagged on R2P and you will be able to contact the person disputing the invoice to resolve the issue.

Bank Account details

If you change your bank account details you must let us know in writing.

Price Lists and catalogues

The R2P system supports the use of supplier price lists and catalogues.

If you have a price list for your goods or services we can load this onto R2P. This will make it easier for our staff to see and select your products and services. In R2P a catalogue does not need to be a glossy publication, it can be a very simple priced list of the goods and services you offer.

Using R2P to purchase from agreed price lists or catalogues is quicker and simpler than raising “free text” orders. Where there are several suppliers of similar goods or services we believe that those with online price lists or catalogues will probably have a competitive advantage.

If you would like to develop a price list or hosted catalogue please download the simple template, a completed example and guidance notes from www.towerhamlets.gov.uk/R2P

Technical support

If you are unable to access the R2P system using the login information previously emailed to you, please contact the helpdesk. This helpdesk is provided by the EGS Group who provide the R2P application for us.

Telephone 020 7539 2828

Email marketplace.support@egsgroup.com

Supplier support

We have held several supplier R2P events already and will continue to do so, particularly as part of the Council's Procurement Team's programme of engagement. Invitations are issued via email and/or the Supplier newsfeed on R2P.

At the events you will have the opportunity to:

- Ask questions about the R2P system and the Council's project
- Understand how the Council's purchasers are using R2P
- Liaise with Council staff to put together price lists
- See how to use PO Flip for invoicing
- See how to interrogate the system to see the status of orders, invoices and payments.

We will also issue occasional e-newsletters to all registered suppliers.

Further information

The Tower Hamlets website includes information about R2P, frequently asked questions as well as the Council's terms and conditions and other important procurement information.

Please follow this link: www.towerhamlets.gov.uk/R2P

If you have further questions email R2P@towerhamlets.gov.uk