

NCH Group Invoicing Terms and Conditions

The following terms relating to the invoicing of goods and/or services should be met at all times (failure to comply with these requirements may result in delayed payment or the return of your invoice unpaid):

- Bank account details must be provided to enable payments to be made via BAC's.
- Email address must be provided to remittance advice notes to be sent electronically.
- The Supplier invoice must comply with HMRC requirements: Be addressed to Nottingham City Homes Ltd, Loxley House, Station Street, Nottingham, NG2 3NJ, unless otherwise informed in writing - Include the payee name, address and Company and VAT registration number (if applicable) - Include the word 'invoice' (or 'credit' if applicable) - Have a unique invoice number - Have an invoice/tax point date and date of delivery - Include a clear description of the goods or services provided - Include the total charge (excluding VAT), the total VAT payable and the rate of VAT payable (if applicable).
- The invoice must have a valid purchase order number for all goods and services provided in accordance with NCH's Terms and Conditions. If invoices are received without a valid order number notification will be issued to you advising of the error and that a purchase order is required. If this continues invoices will be returned and hence payment be delayed. Credit notes must quote the associated invoice number.
- The invoice should quote a valid job number where applicable.
- Supplier invoices must be sent electronically to:
accounts.payable@nottinghamcityhomes.org.uk. Paper invoices are not acceptable.
- Only one invoice per PDF/image will be accepted. Multiple images per email are acceptable (up to a maximum of 10 attachments). Image quality should be high and there should be no hand written text on the invoice.
- All invoice queries are to be resolved by the Supplier within 5 working days unless otherwise agreed in writing. Credit notes must be issued where applicable within this time, with the associated invoice paid only on receipt of the associated credit note.
- There will be no part payments of invoices made by NCH save where NCH makes such a payment in full satisfaction of a disputed invoice.
- There will be no handling fee charged for the return or exchange of faulty or incorrect goods received by NCH, unless otherwise agreed in writing.
- The Supplier must ensure that deliveries and collections are signed for by an NCH employee (unless otherwise agreed in writing) and that a POD/advice note is provided. Copy POD's/advice notes to be provided on request.
- NCH may set off any amount owed by the Supplier to NCH against any amount due to the Supplier under the Contract or under any other agreement between the Supplier and NCH.
- Supplier to invoice per purchase order (per delivery if applicable) and/or per job per purchase order as agreed by NCH.
- These terms are subject to change by NCH acting reasonably.
- Supplier to support and participate in the development of more efficient ways of working as required during the period of the Contract, which may include: the consolidation of invoices, provision of additional information such as product usage and associated reporting.
- In the event of any inconsistency or conflict between the provisions in this Appendix and other provisions in the Contract the provisions of this Appendix shall prevail.

The final date for payment pursuant to any certificate issued by the Contract Administrator shall be 30 days from the date of issue of that certificate.