



# MANIFEST

## Suppliers Guide : How to get paid

### Introduction

This guide provides information to suppliers and contractors which are providing goods and services to Manifest. It details the steps they need to take to ensure that they are paid for these goods and services promptly.

### Official Orders

It is Manifest's policy that all procurement of goods and services must be confirmed with an official order or written instruction.

Orders and work instructions are issued electronically by email and therefore suppliers are required to provide a valid email address before orders can be raised.

### Receipt of Invoices

Suppliers must submit all invoices by email in PDF format to as attachments to :

[hello@manifestconsulting.co.uk](mailto:hello@manifestconsulting.co.uk)

### Authorisation of invoices

Invoices should be marked with a unique invoice number and include company number and/or VAT registration number as required.

The invoice should clearly set out the nature of goods or services supplied and include any official order reference issued by Manifest.

The invoice should be dated (tax point) and the value should be broken down to show the net and VAT values, when VAT is charged on the invoice.



## **Payment Terms**

Manifest will ALWAYS pay invoices as soon as is possible and aim to ensure that accurate and appropriately presented invoices are settled within a maximum of Seven (7) days.

## **Disputed Invoices**

If an invoice is disputed, it is the responsibility of the member of Manifest staff who raised the order to contact the supplier and agree a resolution.

Disputed invoices are flagged in Manifest's finance system and will not be paid until the dispute is resolved.

## **Payment of Invoices**

All payments to suppliers will be made by electronic bank transfer. The only exception to this is for day to day purchases which may be settled by company debit card. Cheque or cash payments will never be made.

## **Contact Details**

Queries concerning an order, the goods or services supplied or any other dispute should be addressed to the member of Manifest who instructed the work.

Should there be any difficulty in reaching them or where the supplier wishes to escalate the matter for any reason, they should send details by email to:

[\*\*hello@manifestconsulting.co.uk\*\*](mailto:hello@manifestconsulting.co.uk)

Contact can also be made by phone on: 0203 797 1012