How to help us pay your invoice on time

This leaflet sets out the points you need to remember to minimise delays in payment of your invoices. Please read carefully and follow the guidelines.

Avoid delays in payment – **Never**

- Accept a request for goods or services without receipt of a valid TfL or GLA Purchase Order
- Invoice unless you have a valid Purchase Order Number
- Accept verbal communication of Purchase Order number as this does not guarantee that the Purchase Order is activated for use
- Forward invoices to any address other than that stipulated as the 'Invoice to' on the Purchase Order
- Accumulate invoices
- Use prices, quantities or descriptions that differ to the Purchase Order
- Submit invoices with more than one Purchase Order
- Submit invoices which in total are in excess of the Purchase Order value

For queries regarding invoices contact Accounts Payable on **0343 222 5100** or **accountspayable@tfl.gov.uk**

Please ensure you have to hand: your Vendor Account Number and Purchase Order Number.

Help us to pay on time – **Always**

- Send invoices as soon as possible by email to: Invoices@tfl.gov.uk
- All documentation must be formatted as PDF or TIF
- Each invoice/credit note must be a separate attachment and any supporting documents must be included within the PDF or TIF. ie one single document
- There should be no more than 20 invoices per email, each attached separately
- Ensure that each image is clear and legible
- Submit valid VAT invoices (unless you are not registered for VAT)
- Include the TfL or GLA Purchase Order Number and line number. eg 3100987654/10
- Ensure quantity and pricing units are consistent with the Purchase Order
- Ensure descriptions of goods/services match with the Purchase Order
- Include the address to where goods were despatched or services provided
- State the date on which goods were despatched or services provided
- Retain proof of delivery in case of query
- Correctly address your invoice or credit note to the Entity as detailed on Purchase Order
- Ensure each credit note quotes the invoice and Purchase Order to which it refers

Transport for London

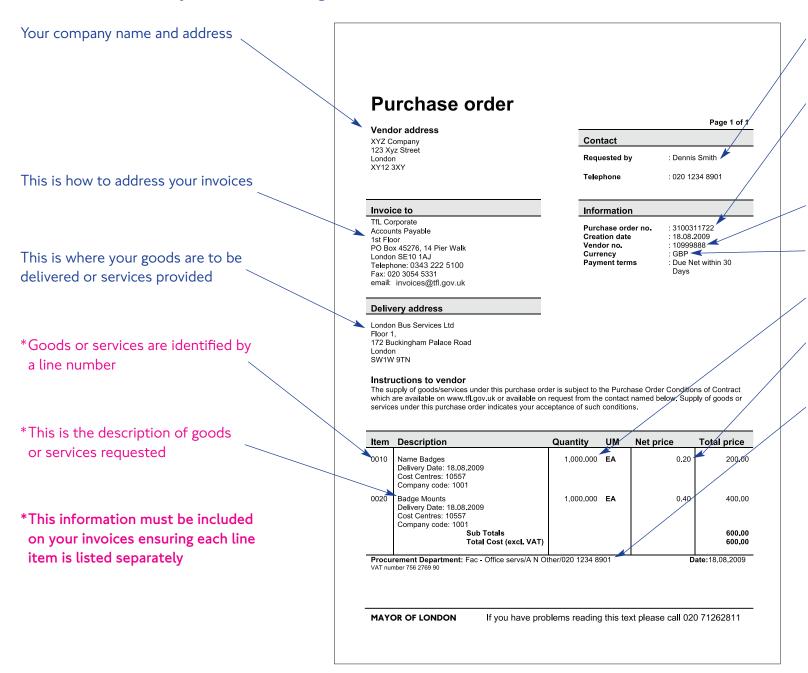
Help us to pay your invoice on time





How to understand our Purchase Orders

This leaflet sets out the points you need to remember to minimise delays in payment of your invoices. Please read carefully and follow the guidelines.



This is your requisitioner's name and telephone number

*This is the Purchase Order Number that must be quoted on each invoice. If your invoice does not quote a valid Purchase Order Number it will be returned

This is your Vendor Account Number

Invoice only in this currency

*This is the quantity of items requested

*Price per item

This is your Procurement Agent's name and telephone number

For queries regarding invoices contact Accounts Payable on 0343 222 5100 or accountspayable@tfl.gov.uk

Accounts Payable, PO Box 45276, 14 Pier Walk, SE10 1AJ

Group Property Accounts Payable, PO Box 45277, 14 Pier Walk, SE10 1AL

Please ensure you have to hand: your Vendor Account Number and Purchase Order Number.