

# LOCAL GOVERNMENT COMPUTER SERVICES BOARD (LGCSB)

## PAYMENT POLICY TO SUPPLIERS

In March 2011, under the Government's commitments to the **National Recovery Plan 2011-2014 and the EU/IMF Programme of Support for Ireland**, the payment period in relation to valid invoices was reduced from 30 to 15 calendar days with effect from 1st July, 2011.

Late payment interest will continue to be payable under the terms of the **Prompt Payment of Accounts Act 1997** and **Late Payment in Commercial Payment Regulations 2002** for any payments made after 30 days from receipt of valid invoice.

In accordance with these requirements, the following is LGCSB's Policy in relation to the payment of invoices to suppliers. This information will be available on LGCSB's website in Irish and English.

### Commitment:

LGCSB is committed to:

- Paying Suppliers within a timeframe of 15 days. The 15 day period will commence from the day on which the Board's Accounts Payable Unit receives a valid invoice;
- Monitoring of invoices received to ensure that payments are processed in a timely manner;
- Giving clear guidance to suppliers on their role in ensuring timely payment of invoices, and;
- Dealing with invalid and disputed invoices in an efficient and timely manner in a timely manner in accordance with existing policies.

### Tax Compliance:

LGCSB requires all suppliers to be tax compliant and to furnish details in relation to same, when requested.

### Valid Invoice:

Payment will only be made on original valid invoices (hard copy or e-invoice) submitted to the LGCSB Accounts Payable Unit by a supplier. Payment will not be made on submission of Statements. E-invoices should be sent to [financeunit@lgcsb.ie](mailto:financeunit@lgcsb.ie)

A valid invoice must include the following:

- Supplier name, address and date.
- Unique invoice number.
- VAT number of the company.
- Correct LGCSB official purchase order number.
- Details of work/services carried out/provided and goods delivered.
- **The Invoice must be submitted directly to Accounts Payable Unit, LGCSB.**
- **The Invoice should only relate to one Purchase Order, or part of, which must be quoted.**
- **Invoices which quote multiple orders will be deemed invalid and returned.**

**Invalid Invoices:**

Should an invoice fail to comply with the above requirements for a valid invoice, it will be deemed to be invalid and will be returned to the supplier, generally, within 3 days of receipt with a notification identifying the reason for return.

**Disputed Invoices:**

Where a purchasing department has a dispute or requires clarification from a supplier in relation to an invoice the supplier will be contacted. Payment will only be made when the issues have been resolved.

**Payment Methods:**

LGCSB's preferred method of payment is by means of Electronic Funds Transfer (E.F.T.). A notification of payment (Remittance Advice) will be sent to the supplier's email address as provided by supplier. Where a supplier has not provided an email address a remittance advice will not be posted except if requested by the supplier or if otherwise required.

**Complaints:**

If, as a supplier, you are not happy with the timeliness of the services received from the LGCSB you should contact us directly outlining your issues, in writing to Accounts Payable Unit, LGCSB, Phoenix House, 27 Conyngham Road, Dublin 8 or by email to ([financeunit@lgcsb.ie](mailto:financeunit@lgcsb.ie)), or by telephone to 01 6457000. All complaints will be dealt with in a timely and confidential manner.

If you are unhappy with the response received to your complaint you should contact Ruth Tormey, Team leader, Finance department.

If you are still not satisfied with our response you may contact the Office of the Ombudsman at, 18 Lower Leeson Street, Dublin 2, Tel: 01 6395600 or by email to [ombudsman@ombudsman.gov.ie](mailto:ombudsman@ombudsman.gov.ie) Website: [www.ombudsman.ie](http://www.ombudsman.ie)

LGCSB hopes that this policy clarifies our commitments and position regarding payment to our suppliers.

Your co-operation and support is greatly appreciated.

**FINANCE MANAGER  
LGCSB  
JUNE 2011**