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Purchase Order Policy (PO) Frequently Asked Questions

1. Why has Barnardo's implemented this policy of 'No PO, No Pay'?

The policy has been implemented to increase efficiency in the procurement process across Barnardo's. The benefits to suppliers include a streamlined process for payment of invoices within terms of trade (if a PO number is quoted) and reduced processing costs for Barnardo's.

2. Will I be paid any quicker if I quote a PO number?

Standard payment terms are 30 days from date of invoice, quoting a valid PO number. However, invoices received without a valid PO number quoted will not be paid and will be returned. This may lead to a delay in the payment process.

3. What is the PO number sequence for Barnardo's?

All valid PO numbers for Barnardo's are in the format BARPO followed by six digits. If you transact with Barnardo's under our other legal entities such as Adoption Plus or Barnardo's Trading Limited, the PO will be prefixed with ADP and BTL instead of BAR, respectively.

4. Past invoices without a PO number have been paid by Barnardo's will this still happen?

As a result of formalising our purchasing arrangements, all financial commitments for goods and / or services must be made using a Purchase Order. As part of the 'No PO, No Pay' policy the supplier is expected to put the valid PO number on their invoices, otherwise it will be returned.

5. What happens to the invoice I have already submitted and invoice with no PO?

From 1st April we expect all invoices to be sent with a PO. If you have sent it without the PO prior to this date do not need to resend your invoice (we don't want to receive duplicates); we will contact you if there are any issues with the invoice and we will speak to your contact at Barnardo's who placed the order for the PO number. There are likely to be delays in payment whilst we do this.

6. An invoice has been returned requesting a valid PO number be quoted. How can this be obtained?

You should contact the member of staff who gave the original instruction to supply the goods and / or services and ask them to provide a valid PO number. When obtained, you should send a replacement of the same invoice quoting the valid PO number to apinvoices@barnardos.org.uk.



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7. What should I do if I am not a supplier and I have received a letter?

Some individuals who have received payments / grants from Barnardo's in the past have been recognised in our accounting system as suppliers. If you have received a letter and do not provide us with goods and / or services, please disregard this letter and accept our apologies for the inconvenience.

8. I have supplied to Barnardo's for many years without a Purchase Order – why is it different now?

You will be paid promptly and reliably when you supply goods or services to Barnardo's as the Purchase Order will be a formal confirmation of Barnardo's requirement and will show the correct address for invoicing.

9. How will I receive Purchase Orders?

Purchase Orders should be emailed to you by Barnardo's member of staff who gave the original instruction to supply Barnardo's the goods and / or services.

10. What happens if I receive a Purchase Order and it does not seem to be correct?

Contact the person who sent you the Purchase Order initially (contact details will be provided on the order) and ask for clarification. If necessary, the original Purchase Order can be cancelled, and a replacement issued.

11. What should I do if I don't receive a Purchase Order?

Contact Barnardo's member of staff who gave the original instruction to supply Barnardo's the goods and / or services and ask for a written Purchase Order, or as a minimum, a Purchase Order number.

12. How do I know that the Purchase Order has been approved by the correct level of authority?

Purchase Orders should only be sent by Barnardo's members of staff once authorised by the appropriate person.

13. What should I do if I have sent an invoice, and my payment appears to be delayed?

Contact our Account Payable department at accounts.payable@barnardos.org.uk or telephone them on **020 8498 7700**. Invoices may be disputed for any of the following reasons and will always be sent back to the supplier address they were received from with an email stating why they have been disputed.

- No Purchase Order number quoted on the invoice
- Purchase Order number quoted is now fully expanded (used up)
- Purchase Order number does not match Barnardo's issued order
- Purchase Order number does not match the description/dates on the invoice
- Multiple Purchase Order numbers are quoted on one invoice. Please send individual invoices for each Purchase Order number
- Multiple invoices in one PDF document. Please send one invoice per PDF file
- No invoice number quoted



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14. Will I still get paid if I forget to include the Purchase Order number on my invoice?

All invoices **must** quote an official Barnardo's Purchase Order number. If this is not provided, the invoice will be returned to the sender and may result in a delay in payment.

15. Will additional information be attached to a Purchase Order?

The member of staff sending you the Purchase Order should view the document before it is issued and can attach any other relevant information when sending it to you. If you believe there to be anything missing from your Purchase Order, please contact the member of staff at Barnardo's who placed the order for the goods and / or services.

16. What if I don't understand the details on the Purchase Order?

You will need to query it with the person named on the Purchase Order as requesting the goods and / or services.

17. If I usually receive Purchase Orders by phone can this still continue?

Yes. However, you need to ensure that a Purchase Order number is quoted **and that the Purchase Order number is quoted** on your invoice.

18. What happens if I am asked to provide goods and / or services in an emergency?

There may be instances when an urgent order is needed and it may not be possible to create a Purchase Order number before the goods and / or services are received by Barnardo's, however, a valid Purchase Order number must still be sent to you for you to quote on your invoice before sending it to our AP mailbox.



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Purchase Order Policy (PO) Example

<p>Barnardo's Barnardo's House Tanners Lane Barkingside Ilford Essex IG6 1QG</p>	 Changing childhoods. Changing lives.														
Tax registration number 216250 VAT 108 12345 67															
Purchase order															
EXAMPLE PO EXAMPLE STREET EXAMPLE TOWN E16 1TB	Number BARPO000033-1 Date 1/03/2024 Delivery terms Prepayment obligation No Delivery address Barnardo House Barnardos House Tanners Lane Barkingside Essex IG6 1QG														
<table border="0" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; border-bottom: 1px solid black;">Item</th> <th style="text-align: left; border-bottom: 1px solid black;">Description</th> <th style="text-align: left; border-bottom: 1px solid black;">Delivery date</th> <th style="text-align: left; border-bottom: 1px solid black;">Quantity</th> <th style="text-align: left; border-bottom: 1px solid black;">Unit</th> <th style="text-align: left; border-bottom: 1px solid black;">Purchase price</th> <th style="text-align: left; border-bottom: 1px solid black;">Amount in transaction currency</th> </tr> </thead> <tbody> <tr> <td style="border-top: 1px solid black;">1</td> <td style="border-top: 1px solid black;">EXAMPLE PRODUCT</td> <td style="border-top: 1px solid black;">31/03/2024</td> <td style="border-top: 1px solid black;">1.00</td> <td style="border-top: 1px solid black;">EA</td> <td style="border-top: 1px solid black;">150.00</td> <td style="border-top: 1px solid black;">150.00</td> </tr> </tbody> </table>		Item	Description	Delivery date	Quantity	Unit	Purchase price	Amount in transaction currency	1	EXAMPLE PRODUCT	31/03/2024	1.00	EA	150.00	150.00
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<p>Please ensure the PO number is quoted on all invoices to avoid delays in payment. All invoices must be emailed to APIinvoices@barnardos.org.uk in PDF format.</p> <p>Please note Buyer reference/XT reference are no longer relevant or required. It can be helpful to include buyer name and cost centre where possible if known.</p> <p>Please ensure bank details are up to date for prompt payment and notify us of any changes.</p> <p>Queries regarding this Purchase Order? Please contact your Barnardo's buyer/contact in the first instance. Queries regarding the payment of an invoice? Please contact our Accounts Payable team at accounts.payable@barnardos.org.uk or call us on 020 8498 7700.</p> <p>This order raised is subject to Barnardo's terms and conditions for works, services and goods which can be requested from the Procurement team.</p>															