

# No PO No Pay Policy

July 2025



North  
Tyneside  
Council

# **NO PO, NO PAY POLICY**

North Tyneside Council operate a 'No PO, No Payment Policy', meaning that invoices for payment that do not clearly identify a Purchase Order number will not be processed for payment and will instead be returned to the supplier.

## **Benefits**

- Ensures that purchases are authorised before goods, services and works are supplied.
- Enables North Tyneside Council to process invoices efficiently and to minimise delay in payments to suppliers.

## **Exceptions**

Exceptions to the 'No PO, No Payment Policy' include:

- Utilities i.e. Gas, Electric & Water
- Grant Payments
- Reimbursements or payments to individuals
- Compensation & Charity Payments
- Council Tax
- TV Licences
- Schools
- Precepts and Levies
- Emergency situations to allow business continuity i.e. following a major incident being called

## **Purchase Orders**

North Tyneside Council issue Purchase Orders by email. It is important that we have the most up to date email address and it is the responsibility of the supplier to notify North Tyneside Council of any changes, and these should be forwarded to [strategic.procurement@northtyneside.gov.uk](mailto:strategic.procurement@northtyneside.gov.uk) and [FS.Support@northtyneside.gov.uk](mailto:FS.Support@northtyneside.gov.uk).

Suppliers must not accept any verbal or written order by North Tyneside Council employees unless there is an emergency situation. An official Purchase Order number will be provided by Procurement and forwarded to the relevant email address automatically or upon request.

North Tyneside Council typically issue Standard Purchase Orders or alternatively may issue Call Off Purchase Orders where multiple invoices are expected to be received.

In the event of an emergency situation, it may be necessary to place orders without a Purchase Order, in which case advance confirmation will be provided from either the Director of Resources, Head of Finance or the Director who is assuming gold command duties.

## **Invoices**

To ensure your invoice is processed correctly and efficiently this should contain the following information:

- Invoice Number
- Purchase Order Number
- Invoice Date
- Company Name, address and contact details
- Company Name, Department and address you are invoicing
- Vat Registration Number or Tax declaration wording
- Description of Goods/Services and prices
- Vat amount
- Total amount
- Bank Details – including Account Name, Sort Code and Account Number

To enable payment to be made North Tyneside Council require a suitably authorised Purchase Order and Supplier Invoice containing the above information and these must match within agreed tolerances or this may result in additional delay whilst queries are resolved.

If any of the above information is not clearly identified on the Invoice this will be returned to the supplier to amend and resubmit for payment.

Invoices should be forwarded to [Invoices@northtyneside.gov.uk](mailto:Invoices@northtyneside.gov.uk)

## **Payment queries or remittances**

If you have any queries relating to payments please contact [ap.supplier@northtyneside.gov.uk](mailto:ap.supplier@northtyneside.gov.uk) or telephone 0191 643 2285.