



NEWCASTLE·UNDER·LYME
BOROUGH COUNCIL

Payment Terms

The Creditors Section

The Creditors section within Newcastle-under-Lyme Borough Council is responsible for the issuing of payment against invoices received.

Payment

The creditor payment system has been set up to release the payment to the supplier in accordance with the supplier's terms and conditions. We aim to pay all undisputed invoices within 30 days. The 30 day period starts from the date the invoice is received by the Council and finishes on the date that the payment to the supplier is made. The performance indicator (BV08) measures the percentage of undisputed supplier invoices that are paid within 30 days. All Councils strive to achieve a performance level of 100% invoices paid within the period. If any invoices are in dispute with the supplier these are excluded from the performance indicator calculation.

The Council recognises that it is an important customer to many local suppliers, many of them relatively small businesses. In the current economic climate it is important that payment to these potentially vulnerable suppliers is prompt so that they avoid undue cash flow problems. This is being achieved by aiming to pay all undisputed invoices in accordance with the supplier's terms and conditions and monitoring the Council's performance with regard to the payment of invoices including taking appropriate action where performance is not adequate. The Council will advise any supplier if there is a delay in making payment.

The preferred method of paying invoices is through the BACS system. The bank requires two working days from receipt of the payment information to release of the payment to the individual supplier. All suppliers must supply their bank details to facilitate this function.

Newcastle under Lyme Borough Council is an approved signatory of the 'Prompt Payment Code' which is an initiative devised by Central Government and The Institute of Credit Management (ICM) to tackle the crucial issue of late payment. A fundamental aim of the code is to give suppliers the confidence that companies who have signed up to the code will ensure payment within clearly defined terms, and provide a proper process for dealing with any payments that are in dispute.

Help and advice on payments

If you are experiencing difficulties in receiving your payment, please contact us by either telephoning (01782) 742308 or you can visit us at The Guildhall, High Street, Newcastle ST5 1PW.