



Report on Payment Practices & Performance

Period: September 2018 – February 2019

Payment Terms

Standard contractual length of time for payment of invoices	68 Days
Maximum contractual payment period	130 Days
Changes to standard terms in the period	NO
Suppliers notified / consulted	N/A

Proportion of Invoices Paid Within the Following Periods

1-30 Days	31-60 Days	>60 Days
11%	37%	52%

Average time taken to pay invoices from the date of receipt	Proportion of invoices paid beyond agreed terms
66 Days	18%
Amount of interest paid	Amount of interest liable to pay
£Nil	£Nil

Process for Dispute Resolution for Invoice Payment

Overdue - Supplier contacts AP department by email or telephone. Missing invoices emailed to expedite resolution. Invoice paid on 1st weekly payment run after approval.
Disputed – Respective supplier and customer relationship managers put in direct contact to agree reason for dispute and mutually agreeable resolution.

E-invoicing	Supply Chain Finance	Preferred Supplier Lists	Supplier Listing Fees	Member of Payment Code
Email Only	Yes	No	None	No