

# Prompt Payment Terms



We are a member of the Prompt Payment Code and our Standard payment terms are 30 days upon receipt of a valid invoice and completion of our Supplier Application Form.

A valid invoice is one that:

- is received on time in accordance with the contract
- is for the correct sum
- is in respect of goods or services supplied/delivered to the required quality and quantity
- includes supplier name, the date, supplier reference, contact details (including email address for remittances) and bank details
- quotes the name of person ordering goods
- is emailed to: [accounts@trusselltrust.org](mailto:accounts@trusselltrust.org)

It is the supplier's responsibility to provide correct bank details and email addresses to the Trussell Trust to facilitate payment. Any changes to address or bank details must be notified to the Trussell Trust no less than 4 weeks before they take effect.

## Payment methods

We pay our suppliers to terms using BACS (Bank Automated Clearing System) only. The Trussell Trust is not responsible for any delays in payments being made which are outside of our control (e.g. where our Banking Provider suffers from technical failures or otherwise delays the processing such payments).

Remittance advice notes are emailed to the supplier once the payment has been processed.

## Payment disputes

The Trussell Trust will endeavour to advise suppliers promptly of any disputes or reasons why an invoice will not be paid in accordance with the agreed terms. Invoices that are subject to dispute will not be paid until resolution of the dispute. Once resolved, payment will be made in accordance with the terms of this policy and the Code.

## Complaints

Complaints in relation to the processing of payments and/or invoices should be emailed to [accounts@trusselltrust.org](mailto:accounts@trusselltrust.org), and the relevant invoice number should be quoted.