

«SupplDT»
«Address»
«Address1»
«Address2»
«Address3»
«Town»
«County».

Date:

A Chara,

RE: Galway County Council's Policy to all our suppliers and potential suppliers in relation to payment of invoices.

- **Please note your Supplier Account Number: «SupplD» with Galway County Council. Please quote this number on all correspondence/phone calls with Galway County Council.**

Background

The Government has decided to reduce the payment period by central Government Departments from 30 to **15 calendar days**. This commitment takes effect in relation to valid invoices received on or after **1st July, 2011**. Any payments made after 30 days will continue to incur late payment interest (for invoice amounts over €5).

In line with these commitments, this document sets out Galway County Council's policy in relation to the payment of invoices to its suppliers and potential suppliers. **This information will be available on Galway County Council's website in Irish and English.**

Galway County Council's Commitment:

The Council is committed to:

- Paying our suppliers within a timeframe of 15 days. The 15 day period will commence from the day on which Galway County Council receives a valid invoice at its designated address – **FAO: Accounts Payable, Galway County Council, County Hall, Prospect Hill, Galway.**
- Monitoring our payment system regularly to ensure that payments are processed in a timely manner.
- Ensuring that we have a system in place to deal with disputes or queries efficiently. All efforts will be made to deal with disputes within 10 days.
- Fostering good relationships with our suppliers and providing contact details for dealing with staff

- Giving clear guidance to suppliers on their role in ensuring timely payment of invoices.

Payment Methods:

In order to ensure a more efficient, secure and timely Payment from Galway County Council to all its suppliers I wish to remind you that Galway County Council offers an automated payment system to all Suppliers via Electronic Funds Transfer (EFT) directly to a nominated Bank Account. *(Republic of Ireland only)* – see EFT authorization form as attached.

In the case of all electronic payments, a remittance advice automatically issues by e-mail informing suppliers when payment has issued to their nominated bank account. Where no email is available the remittance advice will be posted to you. I would also like to inform you that future system requirements at Galway County Council will require the use of EFT as the exclusive means of payment, therefore, cheque usage as a result will be phased out.

What is a valid invoice?

Galway County Council can only pay original valid invoices received from a supplier. We cannot pay on the basis of statements, copy invoices, altered invoices, invoices not addressed to Galway County Council, or emails. Galway County Council can only pay invoices once the goods and/or services have been received. **Suppliers are asked to provide also a copy of proof of delivery with the valid invoice as this will help to reduce any delays where goods or services have been delivered to a remote location.** If an invoice is received for goods which have not been delivered, the invoice will be returned to you.

Role of our Suppliers

Please ensure the following details are provided in all contacts with Accounts Payable, Finance Department, Galway County Council. In order to ensure a speedy/efficient payment process to you, please note below. If the following information is not provided, **the invoice will be returned to you.**

1. **Purchase Order number – You must request a purchase order from the Person/Department who ordered the good/service from you. If a valid purchase order number is not supplied. The invoice will be returned to you immediately.**
2. The name of the business or company you represent
3. Relevant invoice number
4. The name and contact details of your contact person in Galway County Council;
5. The date of the invoice;
6. The amount of the invoice;
7. The invoice address; and
8. A description of the goods or service provided

9. If the Unit Price quoted on the Invoice(s) is incorrect and differs from the Purchase Order Number Amount Agreed.
10. Please ensure that the invoice(s) has the correct VAT Rate
12. If applicable, please comply with Reverse VAT rules– by quoting **VAT on this supply to be accounted for by the Principal Contractor on the invoice.**

In order to assist in the payment process to you.

I would be obliged if you could quote your Supplier Reference number with Galway County Council on invoices you are submitting to Accounts Payable. Your supplier account Ref. No: with Galway County Council is as quoted above your Supplier address.

You should ensure that your current tax details are in order and that you have submitted Current Tax Clearance Cert/C2/ or Payments Card as necessary, if applicable to you.

I would be obliged if the contact person/Department where the **good/service was ordered** was quoted in order that any issues arising on a particular invoice can be streamlined and dealt with more efficiently.

How we will deal with disputed invoices or seek clarification?

If Galway County Council receives an invoice where there is a dispute or an issue to be clarified concerning the amount or detail on the invoice, The Contact person in the Ordering Department/Section where the Goods/Service was ordered will contact the supplier by phone (both by phone and in writing) setting out the following details:

- The date and the invoice number that the dispute is related to;
- The amount in dispute;
- The nature and reason for the dispute;
- Any supporting documentation available.

The undisputed amount of the invoice will be paid by the due date.

Complaints

If, as a supplier to the Department, you are not happy with the quality of the service you have received from the Galway County Council, or wish to complain about a late payment received, you should contact Galway County Council directly. We welcome all feedback and will deal with your complaints/queries/suggestions in a timely and confidential manner. The steps to follow are set out below:

Step 1: Make direct contact (in writing/by telephone/e-mail) with Accounts Payable Section, Galway County Council, County Hall, Prospect Hill, Galway at 091 509031 or 091 509000 Ext. 401 for Accounts Payable. Email: accountspayable2@GalwayCoCo.ie

Step 2: If you are not satisfied with the response received from the above, you should contact:

Mr. Michael Owens,
Senior Executive Officer,
Corporate Services,
Galway County Council,
County Hall,
Prospect Hill,
Galway .

Tel: _____

Fax: _____

E-Mail: _____

Step 3: If, after you have been through the Department's procedures and you are still not satisfied with our response, you can contact the Office of the Ombudsman. By law, the Ombudsman can investigate complaints about any of our administrative actions or procedures as well as delays or inaction in our dealings with you. The Ombudsman provides a free, impartial and independent dispute resolution service.

Contact details are as follows

Office of the Ombudsman,
18 Lower Leeson Street,
Dublin 2

Lo-call 1890 22 30 30

Tel: 01 639 5600

Fax: 01 639 5674

E-Mail: ombudsman@ombudsman.gov.ie

Website: <http://www.ombudsman.ie/>

Galway County Council hopes that this policy will expedite our payments to you. Thank you for your continued support and cooperation.

Ger Mullarkey, Head Of Finance