

Arcible How to Get Paid Guide For Suppliers

October 2020
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Information and revisions

Table 1: Document control properties provides important information such as the document title, information classification, author, and dates. Table 2: Document version history provides the documents history and comments relating to versions issued.

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Table 1: Document control properties

| Version | Date | Author | Notes |
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Table 2: Document version history

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How to get paid guide

Purchase orders

Arcible requires that the procurement of all goods and services must be confirmed by an approved Purchase Order issued by Arcible. There are no exceptions to this policy.

Purchase Orders will be issued by Arcible electronically and suppliers should provide an email address which these can be sent to once approved and issued.

Suppliers should include the Purchase Order number on all Invoices raised to Arcible. Invoices sent without the Purchase Order number may result in delays processing the Invoice and payments to you.

If an Invoice is required without an approved Purchase Order number, Arcible reserves the right to dispute the Invoice and to withhold payment.

Receipt of invoices

Suppliers are encouraged to send invoices electronically in **.pdf** file format. Invoices should be provided using one of two recommended methods.

- By email to finance@arcible.com
- By file upload to an appropriate Microsoft Teams Channel where you are engaged with Arcible on a project where we have provisioned a Team for the purposes of collaboration

Invoices sent in formats other than the preferred .pdf file format may be rejected. Arcible does not accept any invoices via facsimile or post. If you are unable to send an invoice electronically please, contact us at finance@arcible.com to discuss the matter.

Authorisation of invoices

All invoices should be unique and clearly state the following details as HM Revenue and Customs (HMRC) compliant invoices:

- A unique Invoice identification number
- The registered company name, address, and contact information
- Arcible's company name, address, and the relevant contact as the customer
- A clear description of what the invoice is requiring payment for
- The date that the goods or services were supplied (the supply date)
- The date of the invoice

- The amounts being requested showing the amount exclusive of VAT, the VAT rate, and the VAT amount being applied (where VAT is applicable)
- The total amount owed inclusive of VAT

Arcible reserves the right to return, reject, dispute, or withhold payment, for invoices which do not comply with the above.

Payment terms

Arcible operates on a standard 30-day payment terms model, however, we endeavour to pay all supplier invoices within 7-days where they fulfil all the requirements.

If a supplier wishes to request a more prompt payment term, you should raise this, in advance, with finance@arcible.com where we will try to meet requests where it is practical and possible for us to do so.

Disputed invoices

If an invoice is disputed, Arcible will contact the supplier to discuss the matter and determine a path to resolution. Once a dispute is resolved to a standard satisfactory to both parties, Arcible will continue to process the invoice under our payment terms.

Invoice and payment enquiries

If you have any queries relating to an invoice, the payment of an invoice, or other financial matters concerning a supplier relationship with Arcible then you should contact us by email at finance@arcible.com.

If your matter is urgent you may wish to contact us by phone on **01256 976630**.

eInvoicing system

Sorry but Arcible does not operate an eInvoicing system at this time.