

## Heathrow

### Submitting Invoices

Heathrow requires Suppliers to trade electronically by using the Oracle iSupplier Portal, a web based product linked directly to Heathrow's Oracle iProcurement system. Through this route our Suppliers are able to view their purchase orders and create invoices and credits, and view remittance advices. The alternative route for suppliers is e-Invoicing through our Business 2 Business solution that we run in conjunction with Royal Bank of Scotland (RBS).

When submitting Invoices, they should only be submitted for goods and services that are covered by an approved Heathrow Purchase Order.

All invoices must be addressed as detailed on the Heathrow Purchase Order, ensuring that the correct Operating Unit (Airport) is quoted.

All invoices must state the following:

- The full Bill to address quoted on the Purchase Order
- The full Purchase Order Number as shown on the Purchase Order
- The Line Number and Item Description from the Purchase Order to which the request for payment refers
- Quantity, Price and Value
- The same supplier name as shown on the Purchase Order, if different, please contact the requestor

It would be better to state only one Purchase Order reference per invoice.

### Currency

Invoices must be presented in the currency as stated on the Purchase Order, e.g. GBP, Euros and USD.

### Credit Notes

When submitting a Credit Note, please ensure that it quotes - the original invoice number and the Purchase Order to which the credit note refers are stated.

Credit Notes will be applied immediately to enable processing of the invoice.

### Matching Criteria

Unless otherwise agreed with the appropriate Procurement Manager, all invoices will undergo a 3-way match (Purchase Order, Receipt and Invoice) before being approved for payment. Where there are multiple lines on a Purchase Order the invoice should state to which of those lines it refers.

Invoices can only be paid once the goods/services have been received by the requestor.

If any line of the invoice does not match the Purchase Order in terms of order quantity, receipted quantity or price, then the whole invoice is placed on hold by the system and the appropriate Procurement Manager (for price) or Internal Requisitioner (or distribution centre) is asked to correct the Purchase Order detail or resolve the discrepancy by discussing with the supplier. If after discussion it is agreed that the invoice detail is incorrect then the supplier may be asked to issue a credit note.

NOTE: The unit price at which the goods are ordered must match the unit price on the invoice. It is important that any increase in order requirement has been advised to the supplier via a changed Purchase Order prior to delivery and invoicing of the goods/services. This ensures the entire requirement can be receipted by the user and the invoice raised correctly by the supplier to exactly match the order on the Heathrow system. Invoices cannot be overbilled on iSupplier and will not be updated in Oracle iProcurement.

Invoices will be rejected if: -

- The Invoice does not state the bill to address quoted on the Purchase order
- The invoice does not refer to a valid Purchase Order
- The invoice does not match a valid Purchase Order
- The currency of the invoice does not match that of the Purchase Order
- There is no reference to the line number of the Purchase Order
- There is a line on the invoice which is not on the Purchase Order
- The Supplier name on the Invoice is not the same as that on the Purchase Order
- The order has been fully receipted and billed and the invoice is for an additional amount which
- has not been confirmed by a Purchase Order amendment

If invoices are returned to the supplier they will be accompanied with a letter stating the reasons for their return.

When invoices are then re-submitted, hand written Purchase Order numbers will not be accepted.

Once an invoice has been returned for any reason other than not having a Purchase Order number, the same invoice cannot be re-submitted for payment as Heathrow's system will reject it as a duplicate.

If there are genuine queries relating to returned invoices then please contact the Requisitioner in the 1st instance as shown on the Purchase Order, or Business Support Centre – Purchase to Pay team on 0141-585-6000.