



Invoice Processing - Important Information for Suppliers

For Thames Water to successfully process Suppliers invoices, Suppliers must comply with the following. **If invoices are non-compliant, they will be returned unprocessed, negatively impacting the payment date.**

The following outlines the compliance requirements that apply to all invoices submitted to Thames Water for payment.

HMRC requirements

- All invoices must show an invoice number and date
- All invoices must be addressed to the full legal entity i.e. **Thames Water Utilities Ltd** as shown on the purchase order issued to your company
- Your full **company name** and **address** must be clearly shown
- If VAT is being charged on your invoices, the **VAT registration number** must be quoted
- If VAT is being charged on your invoices, the **VAT rate** and **VAT amount** must be displayed i.e. 20%

Thames Water requirements

- Goods/Services should only be provided upon receipt of a valid purchase order
- Please submit your invoices by email to thameswater@a-ip.co.uk as this is a more efficient process for handling incoming invoices. All attachments must be in either **PDF** or **TIFF** format. Each individual invoice or credit note should be a separate attachment and multiple attachments (unzipped) can be included in a single email
- If you prefer to submit your invoice by post rather than email, all invoices associated with purchase orders should be addressed and posted to:

PO Box 7694
Corby Delivery Office
Crucible Road
Corby
NN17 5ZZ

- All invoices **MUST** quote a valid purchase order number, ensuring the invoice value (either individually or the aggregate value of several invoices) does not exceed the purchase order value
- A clear description of the specific goods/services provided
- The date the goods/services were provided
- A breakdown of costs being charged on the invoice

Additional information

- If your invoices are subject to Construction Industry Scheme (CIS), invoice payments made will be reduced by the appropriate amount as defined by your HMRC status
- All invoices received by Thames Water have their due date calculated based on the date a correctly presented invoice is received at the above address as stated in the purchase order terms and conditions
- Thames Water schedules a payment run each Wednesday and this includes all invoices which are due and cleared for payment from Monday to Sunday of that week