

# **South Tipperary Group of Local Authorities**

**South Tipperary County Council  
/Carrick on Suir Town Council/Cashel Town Council/Clonmel Borough  
Council/Tipperary Town Council**

## **Policy to all our suppliers and potential suppliers in relation to payment of invoices**

### **Background**

The Government has decided to reduce the payment commitment period by Local authorities from **30 to 15 calendar days**. This commitment takes effect in relation to valid invoices received on or after **1<sup>st</sup> July 2011**. However under current legislation Prompt Payment Interest will only be paid on Invoices not paid within 30 days

In line with these commitments, this document sets out the above Authorities policy in relation to the payment of invoices to its suppliers and potential suppliers.

### **We are committed to:**

- Paying our suppliers within a timeframe of 15 days. The 15 day period will commence from the date on which we receive a valid invoice at the designated address.
- 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.

### **What is a valid invoice?**

We can only pay original invoices received from a supplier. We cannot pay on the basis of statements, copy invoices, altered invoices and invoices not addressed correctly or not quoting a valid purchase order number. Only invoices where goods and/or services have been received can be paid.

### **Role of our Suppliers**

Please ensure the following details are provided on all Invoices.

1. The name of the business or company you represent;
2. Purchase Order number
3. The date of the invoice;
4. The amount of the invoice;
5. The invoice address; and
6. A description of the goods or service provided.

### **How we will deal with disputed invoices or seek clarification?**

Where there is a dispute or an issue to be clarified concerning the amount or detail on the invoice, we will contact the supplier immediately 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.

### **Complaints**

If you are not happy with the quality of the service you have received, or wish to complain about a late payment received, you should contact us 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 the person/section with whom you have been dealing in the relevant Authority and outline in as much detail as possible the nature of your complaint.

Step 2: If you are not satisfied with the response received from the above, you should contact the relevant person below depending on the Authority you are dealing with:

Head of Finance  
South Tipperary County Council  
County Hall  
Emmet Street  
Clonmel  
Co. Tipperary

Tel: 052-6134430  
Fax: 052-6134455  
E-Mail: [financeofficer@southtippcoco.ie](mailto:financeofficer@southtippcoco.ie)

Town Clerk  
Carrick on Suir Town Council  
Town Hall  
Carrick on Suir  
Tel: 051-642100  
Fax: 051-642111  
E-Mail: [carricktc@southtippcoco.ie](mailto:carricktc@southtippcoco.ie)

Town Clerk  
Cashel Town Council  
Friar Street  
Cashel  
Tel: 062-64700  
Fax: 062-64797  
E-mail: tclerk@casheltc.ie

Town Clerk  
Clonmel Borough Council  
Parnell Street  
Clonmel  
Tel: 052-6183802  
Fax: 052-6183805  
E-Mail: tclerk@clonmelbc.ie

Town Clerk  
Tipperary Town Council  
Dan Breen House  
Tipperary  
Tel: 062-80700  
Fax: 062-52670  
E-Mail: tclerk@tipperarytc.ie

Step 3: If, after you have been through the Councils procedures 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](mailto:ombudsman@ombudsman.gov.ie)  
Website: <http://www.ombudsman.ie/>

We hope that this policy will expedite our payments to you. Thank you for your continued support and cooperation.