



# Vendor Guidelines

**Version No 3.0**  
**Issue Date: November 2018**

## Key Responsibilities for Vendor

- All our requests for Goods and Services will be accompanied by a unique Purchase Order number.
- If you receive a request for goods or services from an employee of An Post, please ensure that you receive a Purchase Order number before proceeding further.

**Do not commence or undertake any work without a Purchase Order number.**

- The Purchase Order number and line item number must be quoted on all related documentation, including invoices.
- You must provide delivery notes/ service confirmations to An Post. An Post will work with you to agree a process, if required.
- Failure to quote the Purchase Order number on your invoice will result in considerable delays in processing and payment.
- You must ensure that you have a valid TCAN/ Tax Clearance Certificate
- Your invoices should be sent in hard copy only directly to the following address: Creditors Section, Room 2B, GPO, Dublin 1.
- Your central point of contact for Purchase Order queries is the An Post representative named on the Purchase Order you receive.
- For invoice queries your point of contact is our Creditors Department. Creditors Section can be contacted by Telephone 01 705 7000.
- Your central point of contact for Purchase Order queries is:  
[procurement@anpost.ie](mailto:procurement@anpost.ie)  
Please include our Purchase Order number in the subject field of your e-mail.



## Our Procure to Pay Process

It is An Post policy to issue a Purchase Order for the supply of all goods and services.

Purchase Orders will be issued to you by email based on details that you have provided to us on the Supplier on boarding application form

The Purchase Order will always have:

- A unique reference number.
- A description of the goods or services,
- The quantity and the price for each line item
- The delivery address will be shown on the Purchase Order
- The invoice address will be clearly identified.



## **PAYMENT PROCESS**

We must confirm receipt of your goods or services on our procure to pay system.

In order for us to do so, you must provide a delivery note/service confirmation to the goods recipient.

To ensure prompt payment of your invoices, your documentation must include:

- An Post delivery address
- Your unique invoice number and invoice date
- VAT Registration Number, if applicable.
- An Post Purchase Order number and line item number.
- Description, quantity and value of the goods or services at the same level of detail and using the same unit of measure as on the Purchase Order.
- A total invoice value detailing Gross, Net & VAT amounts.
- Currency as quoted on the Purchase Order.

If your invoice is missing any of the above information, it will result in considerable delays in processing and payment.

If your invoice includes additional items that are not on our Purchase Order, our Creditors Department will not be able to enter the invoice and therefore will result in considerable delays in processing and payment.

You should insure that your invoices are submitted in hard copy only directly to our Creditors Department.

An post payment terms are 30 days. This 30 day starts from the receipt of a valid hard copy invoice into our Creditors Department



Invoices will be blocked for payment if any of the following occur:

- The receipt of the goods or services has not been confirmed on our procure to pay system.
- Your invoice quantity is greater than the delivered quantity.
- Your invoice price or unit of measure do not match our Purchase Order.

To resolve invoices that have been blocked for payment, please liaise directly with the An Post representative noted on the Purchase Order in the first instance. Please quote the Purchase Order on all invoice communication.

### **Credit Note**

If you issue An Post with a credit note, it must detail the following:

- An Post address
- Your unique credit note number and credit note date.
- VAT Registration Number, if applicable.
- An Post Purchase Order number and line item number.
- Description, quantity and value of the goods or services at the same level of detail and using the same unit of measure as on the Purchase Order.
- A total credit note value detailing Gross, Net & VAT amounts.
- Currency as quoted on the Purchase Order.
- Your original invoice number.
- The credit note must state the reason why it has been raised e.g. overcharge or goods return.

When we request a credit note against an invoice that is blocked for payment, please note that the block cannot be lifted until credit note has been processed on our system.



# Sample Purchase Order

## PURCHASE ORDER

PURCHASE ORDER NO.

PLEASE QUOTE THE PURCHASE ORDER NUMBER ON ALL CORRESPONDING DOCUMENTS



DATE:  PAGE NO.

TO:

An Post  
Procurement Section  
General Post Office  
Dublin 1  
Tel. (01) 705 7000  
Fax. (01) 809 0732

No.	Code	Quantity	Description	Delivery Date	Price	
					At	UOM

Delivery Address	<b>SUB TOTAL</b>	<input type="text"/>
	<b>VAT</b>	<input type="text"/>
	<b>TOTAL ORDER VALUE</b>	<input type="text"/>
	<b>TOTAL EURO VALUE</b>	<input type="text"/>
<b>PAYMENT TERMS 30 DAYS</b>		
<small>Terms &amp; Conditions: As referenced or see back of purchase order and <a href="http://www.anpost.ie/AirPost/AirPostPolicies">http://www.anpost.ie/AirPost/AirPostPolicies</a></small>		

- Please Note -**
1. Purchase Order No. must be quoted on all correspondence, documents, invoices etc.
  2. The Supplier/An Post accepts liability for Irish Import duty.
  3. Consign Carriage paid home to Delivery Address:

Invoices/Statements to - Creditors Section, Room 2B, G.P.O. Dublin 1

Registered in Dublin, Ireland, no. 98788.  
Registered Office: General Post Office, O'Connell Street, Dublin 1.

VAT No. IE 4736820J



## Frequently Asked Questions

**1. What should I do if I receive a request for goods or services without a Purchase Order number?**

Please revert to the person who placed the request. You must ensure that you have a Purchase Order number before proceeding further, as the existence of a Purchase Order indicates that the spend has been approved.

**2. Where do I send the invoices for payment?**

All invoices should be sent hard copy only to our Creditors Department, Room 2B, GPO, Dublin 1.

**3. What will happen if I send an invoice which does not quote a Purchase Order number and line number?**

Failure to quote the Purchase Order number on your invoice will result in considerable delays in processing and payment.

**4. How will An Post handle a quantity mismatch between the quantity delivered and the invoice?**

If there is a quantity mismatch on your invoice that is greater than what was delivered the invoice will be blocked for payment pending resolution. Please contact directly with the An Post representative noted on the Purchase Order. Please quote Purchase Order number on all queries.

**5. What will happen if I have an ongoing services contract?**

Some services contracts will be assigned a single Purchase Order number to cover duration of time. If this is the case, the relevant buyer will inform you of the Purchase Order number when it is set up. All invoices in relation to the contract must then quote this Purchase Order number. If you have questions relating to the Purchase Order, please contact the relevant Buyer at: [procurement@anpost.ie](mailto:procurement@anpost.ie)

**6. Where do I send changes to vendor details?**

Please send changes on company headed paper to: Creditors Department, Room 2B, GPO, Dublin 1