**Q: Why is the Trust implementing No PO No Pay?**
A: No PO No Pay ensures that the Trust only pays for goods, services, and works which have been properly ordered and authorised in accordance with Trust Standing Financial Instructions (SFIs). It also ensures invoices received by NHS Shared Business Services (SBS) can be processed efficiently through the system to minimise delay to suppliers and contractors.

**Q: When does No PO No Pay begin?**
A: 1st January 2023.

**Q: What is the PO sequence for the Trust?**
A: All our POs are 9 digits long and begin 226. Any other reference is not a valid PO and will not be accepted.

**Q: Where should invoices be sent for payment?**
A: The Trust uses NHS Shared Business Services (SBS) to process our invoices. Full information regarding Trust billing procedures can be found here.

**Q: I have heard about an invoicing system called Tradeshift, what is this?**
We strongly recommend using Tradeshift for submission of invoices, details of which can be found here. There are many benefits including quicker receipt of your invoices, the ability to track the status of the invoice and details regarding payment dates, alongside less processing costs.

**Q: How do I know that a PO has been approved at the correct level of authority?**
A: POs will only be generated and sent to you by our Procurement team when they have had appropriate authorisation.

**Q: Are payment terms being affected by this policy?**
A: We recognise that cash flow is important to businesses. Invoices received with a valid PO number are usually paid in line with agreed contract terms providing there are no queries. Our standard payment terms are 30 days from date of receipt of the invoice. Invoices received without a valid PO number quoted are likely to be subject to a delay in payment and will be returned to the supplier/contractor unpaid.

**Q: My invoice has been rejected due to it not quoting a PO. How can a PO be obtained?**
A: Contact the person who ordered the goods/services to obtain one. You will then need to add it to your invoice and resubmit for processing to SBS as outlined above.

**Q: I have submitted an invoice with a PO but have not received payment. What should I do?**
A: You can call SBS via 03031231177 to ensure the invoice has been received and determine payment status. You can also send monthly statements of account to finance.statements@lthtr.nhs.uk for review.

**Q: What should I do if I am not a supplier, do not supply to Lancashire Teaching Hospitals but have received notification of No PO No Pay?**
A: Some individuals who have received payments from the Trust in the past have been recognised in our accounting system as suppliers. If you have received notification of the No PO No Pay policy and do not provide Lancashire Teaching Hospitals with goods or services, please disregard this notification and we apologise for any inconvenience.

**Q: I have a query regarding No PO No Pay, who can I contact?**
A: You can contact us via nopo.nopay@lthtr.nhs.uk with any questions or queries not answered by this document.