

How to get paid

Address to which invoices should be sent

Always send invoices via email to AccountsInvoices@volkerwessels.co.uk

Invoices may also be sent to:

*Accounts Payable
VolkerWessels UK
Hertford Road
Hoddesdon, Hertfordshire
EN11 9BX*

Please note that this should not change the name of the recipient company printed on the invoice; it is just an address to which invoices may be sent in instances where email is not an option, but please note that invoices sent by email will be processed more quickly. Do not send copy invoices via post as this may delay your payments.

Purchase order number

Always quote the exact purchase order number given to you at point of order. All purchase orders will be presented on official company headed paper or local purchase order pad. A verbal purchase order will be deemed insufficient and may well delay your payment.

All purchase orders will have a precise value and any invoice that has exceeded the value of the purchase order will be subject to query. Please also note that we will return any invoice not quoting a valid purchase order number.

Details required on invoices

All invoices should adhere to the standards required by HMRC for a valid VAT invoice. In addition to this, we will require the following information on all invoices.

- Purchase order number
- Name or site number to which goods/services were supplied
- Contact name of person who presented or signed the order
- VAT split for items with different rates
- Full description of goods/services supplied along with your supplier code if appropriate

Subcontract payments

Please note that we make subcontract payments based on our internal paperwork and certificates issued to subcontractors under the Construction Act 2009. If you do produce a VAT invoice, this must accord with the value that has been certified. If you do not produce a VAT invoice, you will be required to complete an Authenticated VAT Receipt. This becomes the HMRC approved document upon which we are able to recover input VAT, and if you do not provide these, it may hold up future payments to you.

Contact details for payment queries

Your first point of contact to ascertain whether or not your invoices and certificates have been received, approved and released for payment is the VolkerWessels UK Accounts Payable team who can be contacted via our Head Office switchboard on 01992 305000 or as below:

- Suppliers beginning A-F: 01992 305052
- Suppliers beginning G-N: 01992 305032

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- Suppliers beginning O-Z: 01992 305064

Queries relating to the content of invoices or value of items may be referred to the appropriate site contact.

Payment run dates in month

We currently execute one payment run per week. In most instances, this is finalised on a Wednesday for funds to clear into supplier accounts on the following Monday. However, this can be subject to change, for instance due to bank holidays. We only make payments by BACS. Please also note that all invoices received require the appropriate business approval before they can be released for payment.

How are disputed invoices dealt with?

In the first instance, all disputes will be raised and managed by the site teams. The supplier will be advised that there is a query relating to the goods and/or services supplied and it will be the initial responsibility of the site team to come to a resolution with the supplier. The following steps will be taken to raise and resolve a dispute.

1. The nature of the dispute is discussed between the site team and the supplier.
2. The site team and supplier will come to an agreed time frame for resolution.
3. The supplier is responsible for providing feedback to their accounts team relating to the nature of the dispute and the resolution date.
4. The respective site team will provide feedback to the VolkerWessels UK Accounts Payable team as to the nature and the resolution date of the dispute.
5. Within the agreed resolution timeframe; the VolkerWessels UK Accounts Payable team will await instructions from the site team as to whether or not the dispute has been resolved ahead of schedule and whether or not funds can be released to the supplier.
6. In instances where the dispute has elapsed the stated resolution timeframe, the VolkerWessels UK Accounts Payable team will escalate the matter to the appropriate management level to ensure a new resolution date or the release of funds to the supplier.

Other information

Our systems and processes are constantly evolving as we aim to improve the efficiency and quality of our procurement, processing and payment procedures. Any changes that materially affect the information described above will be communicated to our supply chain.

You may also find our Responsible Procurement Charter of interest. This can also be found on the VolkerWessels UK website.

Other useful contacts are:

- Daniel Pope (Finance Shared Service Centre Manager) 01992 453547
- Graham Davey (Group Procurement Manager) 01992 305305